

# **DELPHI Customer Support Help Desk**

**Student Guide**

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# DELPHI Customer Support Help Desk

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## Section Objectives

At the end of this section, you should be able to:

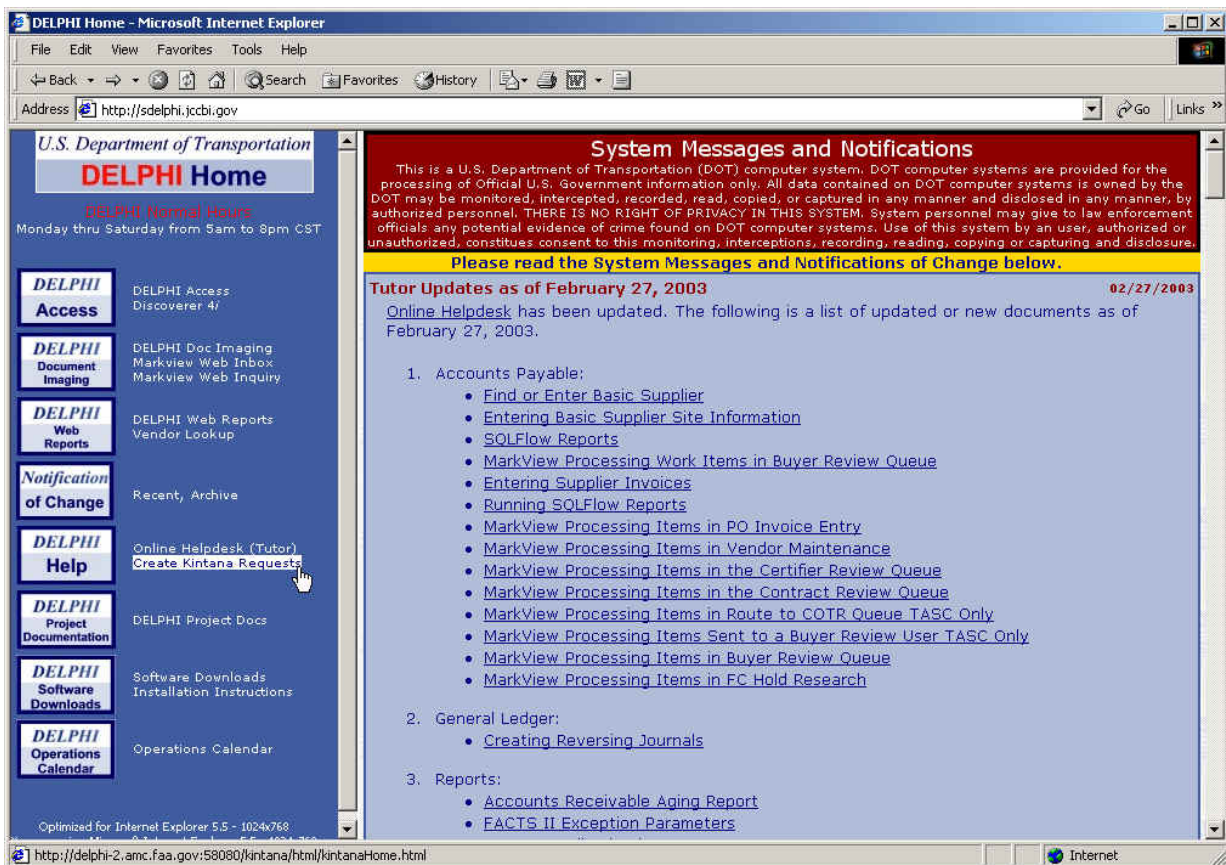
- Enter a Kintana Request to ask an accounting question, application, or reporting question
- Enter a Kintana Request to get your password reset
- Manage Requests in Kintana.

## Overview

You can get assistance for DELPHI using Kintana. Kintana is a web-enabled, graphical user interface tool designed to streamline and track requests for assistance.

Kintana automatically routes the Request, based on the Request type, through a pre-designed workflow. Users are notified during each step of the Request process. Information may be shared among users, or an action/approval may be required from the user in order for the Request to proceed to the next step in the process. Kintana gives users a tool in which to manage, track, and report on Requests from their creation to final resolution.

You can access DELPHI Assistance through the DELPHI Home Page (<http://sdelphi.jccbi.gov>) in any standard Internet Browser. Select 'Create Kintana Request' to the right of (I) DELPHI Help.



## Entering a Request to Reset Password

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When you submit a Kintana Request to get your password reset, the DELPHI system administration staff personnel are paged. They also receive an e-mail message with the applicable information to access the Request. They immediately perform the required setup in the Oracle Financials to reset the password and notify you that it has been completed.

## Entering DELPHI Reset Password Request

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### Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

*U.S. Department of Transportation*

**DELPHI Home**

<http://sdelphi.jrcbi.gov>

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**DELPHI Normal Hours**  
Monday thru Saturday from 5am to 8pm CST

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<b>DELPHI Access</b>	DELPHI Access
<b>DELPHI Document Imaging</b>	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
<b>DELPHI Web Reports</b>	DELPHI Web Reports Vendor Lookup
<b>Notification of Change</b>	2002, 2001, 2000
<b>DELPHI Help</b>	Online Helpdesk (Tutor) Create Kintana Requests
<b>DELPHI Project Documentation</b>	DELPHI Project Docs Software Download Page
<b>DELPHI Project Homepage</b>	DELPHI Project Homepage
<b>DELPHI Software Downloads</b>	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

**48701**

Optimized for Internet Explorer 5.5 - 1024x768  
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen appears.





3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right area of the window.

The screenshot shows the Kintana Home window. At the top, there is a navigation bar with links: Home, Actions, Search, Options, Help, and Sign Out. Below this, a 'Welcome' message is displayed. The main content area features a 'Create New Request' button. Below the button, there is a dropdown menu for 'Request Type' with 'DELPHI Reset Password' selected. A 'Create' button is visible below the dropdown. At the bottom of the window, there is a copyright notice 'Copyright © 2001 Kintana' and a link 'About Kintana'.

4. In the Create New Request window, select DELPHI Reset Password from the LOV in the Request Type field.
5. Select (B) Create.

## Create New DELPHI Reset Password

The screenshot shows the 'Create New DELPHI Reset Password' window. The header section includes a 'Created By' field with the value 'dmcneely'. Below this, there are several input fields: 'Department' (a dropdown menu), 'Sub-Type' (a text field), 'Workflow' (a dropdown menu), 'Priority' (a dropdown menu), 'Assigned To' (a text field), 'Application' (a dropdown menu), 'Assigned Group' (a dropdown menu), 'Contact Name' (a text field), 'Contact Phone' (a text field), and 'Contact Email' (a text field). The 'Description' field is also present. The 'Details' section includes a 'Type of Request' dropdown menu (set to 'Reset Password'), 'Userid' (a text field), 'First Name' (a text field), 'M/I' (a text field), 'Last Name' (a text field), 'Title' (a text field), 'Organization/Location' (a text field), 'Requestor email addr' (a text field), 'SSN (Last 6 digits)' (a text field), 'Office Phone' (a text field), 'Hire Date' (a date picker), and 'Supervisor' (a text field). The 'Notes' section is at the bottom, featuring a large text area for notes.

References		
New URL:	<input type="text"/>	<input type="button" value="View URL"/> Description: <input type="text"/>
New URL:	<input type="text"/>	<input type="button" value="View URL"/> Description: <input type="text"/>
New Attachment:	<input type="text"/> <input type="button" value="Browse..."/>	Description: <input type="text"/>
New Attachment:	<input type="text"/> <input type="button" value="Browse..."/>	Description: <input type="text"/>
		<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Note: \* Indicates required field.

- Complete all required fields. Other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI RESET PASSWORD		
Header Area		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu.	Yes
Sub-Type	N/A	N/A

Workflow Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> <li>• <b>Low</b> - An enhancement request has been or should be submitted to Oracle.</li> <li>• <b>Normal</b> - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days.</li> <li>• <b>High</b> - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.</li> <li>• <b>Critical</b> - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.</li> <li>• <b>Emergency</b> - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.</li> </ul>	No
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	The person assigned to the request will enter this value.	No
Assigned To	Defaults to the DELPHI Security Officer. No action is required.	No
Assigned Group	Defaults to the DELPHI Security Desk. No action is required.	No
Contact Phone	The person assigned to the request will enter this value.	
Request Group	Choose DELPHI.	No
Contact Email	The person assigned to the request will enter this value.	No
Description	Enter a brief description.	No
<b>DETAILS Area</b>		

DELPHI User Access Request Area		
Type of Request	Defaults to "Reset Password".	Yes
SSN(Last 6 digits)	Enter the last 6 numbers of the employee's Social Security Number.	Yes
Userid	Enter the User ID of the employee.	Yes
Office Phone	Enter the employee's office phone number.	Yes
First Name	Enter the employee's first name.	Yes
Hire Date	Optional field.	No
M/I	Enter the employee's middle initial.	Yes
Supervisor	Optional field.	No
Last Name	Enter the employee's last name.	Yes
Title	Optional field.	No
Organization/Location	Enter your organization and location.	Yes
Requestor email addr:	Enter the requestor's email address.	Yes
Notes Area		
Enter any notes pertaining to the current Request.		
Request References		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No
Description	Enter the description of the documents related to the current Request.	No
New Attachment	Attach a document, graphic, spreadsheet, etc. to provide additional information about the current Request.	No
Browse	Select (B) Browse to find the file you want to attach.	No
Description	Enter a description of the file attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed window.

## Request Creation Confirmed

**KINTANA** Home | Actions | Search | Options | Help | Sign Out

Welcome

**Request Creation Confirmed**

The following request has been created and submitted:  
 Request #: 30417 Description:

**Create New Request**

\*Request Type:

**Create**

Copyright © 2001 Kintana About Kintana

The Request No. is automatically generated.

8. Select the Request # link to view Update Request Details.

## Update Request Details

KINTANA

Home | Actions | Search | Options | Help | Sign Out

Welcome

Request Details

Request #: 30417    Description:    Action Required: **Approve/Disapprove**    [View Full Status Below](#)

Request Status: New

Header

Details | Notes | Status | References

Request No.: 30417

Department: DELPHI Project Staff

Workflow: DELPHI Request to Reset Password

Priority: Normal

Assigned To: elatorre

Request Group:

Description:

Request Type: DELPHI Reset Password

Sub-Type:

Application:

Assigned Group: DELPHI Security Desk

Created By: dmcneely

Created On: October 14, 2002

Request Status: New

Contact Name:

Contact Phone:

Contact Email:

Details

DELPHI User Access Request

\* Type of Request: Reset Password

\* Userid: msmith

\* First Name: Mary

\* M/I: Q

\* Last Name: Smith

Title:

\* Organization/Location: AMZ-200

\* Requestor email addr: msmith@jccbi.gov

\* SSN(Last 6 digits): 123456

\* Office Phone: 722-6543

Hire Date:

Supervisor:

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	Security Officer Desk Check.	<b>Approve/Disapprove</b>		10/14/02 12:15 PM CDT
2	Close (Immediate success)			
3	Close (Immediate failure)			

Graphical View

References

New URL:    [View URL](#)    Description:

New Attachment:    [Browse...](#)    Description:

OK

Cancel

You can quickly navigate to the Details, Notes, Status, or References by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Details** – contains information which apply directly to the particular Request type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.

- **References** - displays the URL and Description for documents related to the current Request.
9. Select one of the following to proceed or end your session:
- In the Banner section, select (B) Home to proceed to the Main Page.
  - In the Banner section, select (B) Sign Out to end the session.
  - From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

## Lab 1: Entering a Request to Reset Password

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### **Scenario**

You have tried to enter your password three times in the Oracle Financials and were unsuccessful at gaining access. Now you need your password reset. Enter a Kintana Request to get your password reset. Use the Kintana test system to enter your request.

## Lab 1 Solutions: Entering a Request to Reset Password

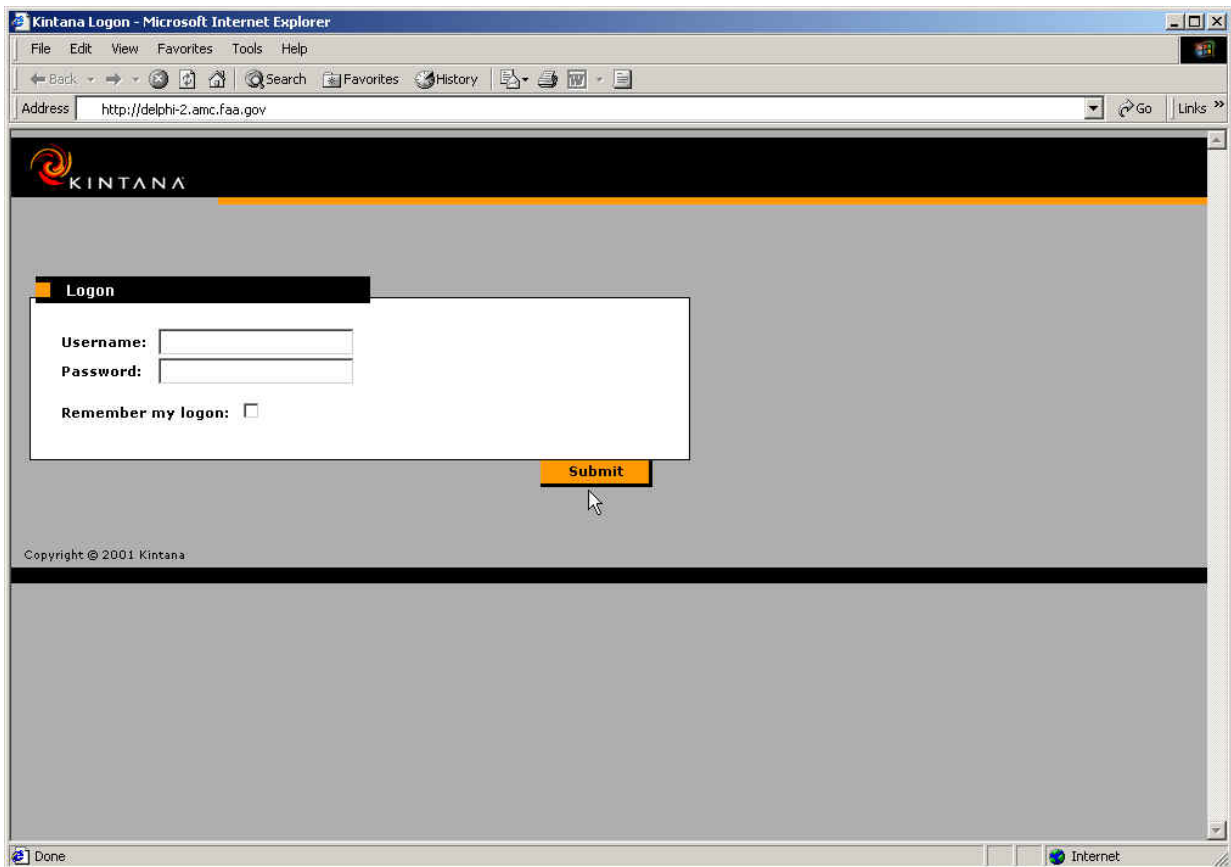
---

### Step 1: Access Kintana Test System

1. Open your Internet Browser.

N → Internet Browser → <http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp>

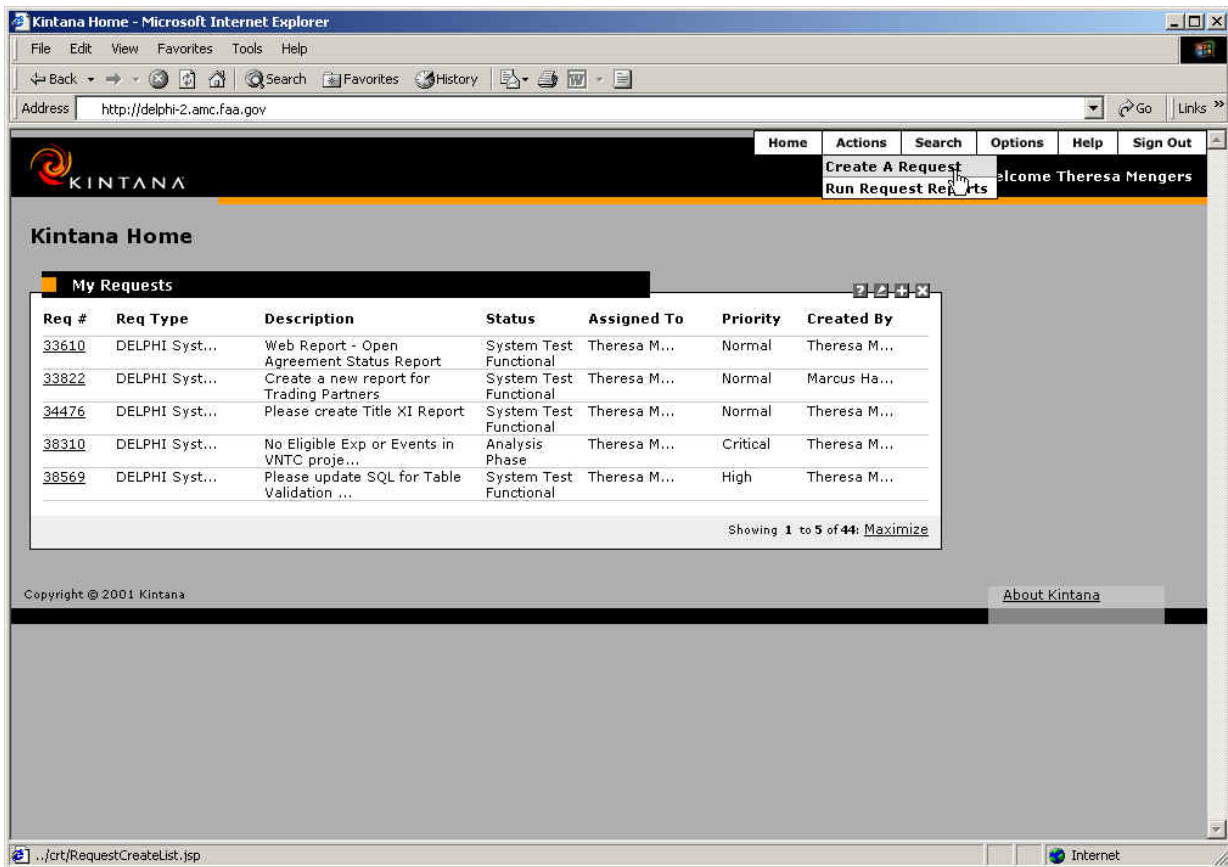
### Step 2: Enter the Request

A screenshot of a Microsoft Internet Explorer browser window displaying the Kintana Logon page. The browser's address bar shows the URL "http://delphi-2.amc.faa.gov". The page features the Kintana logo at the top left. Below the logo is a "Logon" section with a white background. This section contains two input fields: "Username:" and "Password:". Below these fields is a checkbox labeled "Remember my logon:". To the right of the input fields is an orange "Submit" button. A mouse cursor is hovering over the "Submit" button. At the bottom left of the page, there is a copyright notice: "Copyright © 2001 Kintana". The browser's status bar at the bottom shows "Done" and "Internet".

2. Enter your User-ID and Password.
3. Select (B) Submit.
4. Since this is your first time to logon, enter a new password.

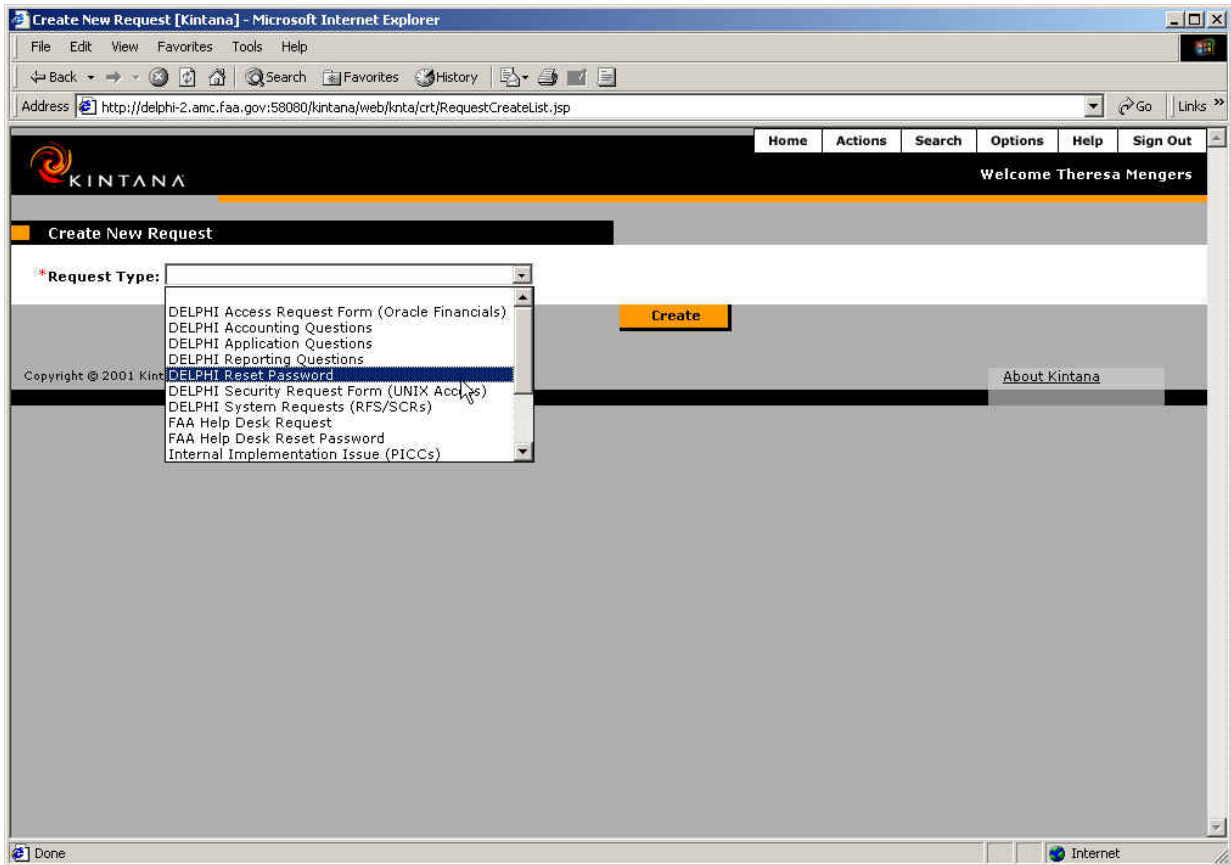


## Lab 1 Solutions: Entering a Request to Reset Password



5. Select Create A Request from the Actions dropdown menu located in the upper right area of the Kintana Home window.

## Lab 1 Solutions: Entering a Request to Reset Password



6. Select DELPHI Reset Password from the Request Type dropdown menu.
7. Select (B) Create.

## Lab 1 Solutions: Entering a Request to Reset Password

**Create New DELPHI Reset Password [Kintana] - Microsoft Internet Explorer**

Address: [http://delphi-2.amc.faa.gov:58080/kintana/web/knta/crt/RequestCreate.jsp?REQUEST\\_TYPE\\_CREATE=5.21.30029.DELPHI+Reset+Password](http://delphi-2.amc.faa.gov:58080/kintana/web/knta/crt/RequestCreate.jsp?REQUEST_TYPE_CREATE=5.21.30029.DELPHI+Reset+Password)

**KINTANA** Home Actions Search Options Help Sign Out Welcome Theresa Mengers

### Create New DELPHI Reset Password

**Header**

Created By: tmengers

\* Department: Maritime Administration

Priority: Normal

Assigned To: elatorre

Request Group: DELPHI

Description: Reset John Doe's password

Sub-Type:

\* Application: System Administrator

Assigned Group: DELPHI Security Desk

Company:

**Details**

**DELPHI User Access Request**

\* Type of Request: Reset Password

\* Userid: jdoe

\* First Name: John

\* M/I: R

\* Last Name: Doe

Title:

\* Organization/Location: MARAD-HQ

\* Requestor email addr: John.Doe@MARAD.dot.gov

\* SSN (Last 6 digits): 123456

\* Office Phone: 202-366-0000

Hire Date:

Supervisor:

**Notes**

8. Complete all required fields with red \* beside them.

## Lab 1 Solutions: Entering a Request to Reset Password

The screenshot shows the 'References' section of the Kintana system. It contains four rows of input fields for 'New URL' and 'New Attachment', each with a 'View URL' or 'Browse...' button and a 'Description' field. At the bottom right are 'Submit' and 'Cancel' buttons. The footer includes 'Copyright © 2001 Kintana' and an 'About Kintana' link.

9. Optionally, enter notes and attach references.

The screenshot shows the 'Request Creation Confirmed' screen. It displays the message 'The following request has been created and submitted:' followed by 'Request #: 40286' and 'Description: In UPGC for tmengersvolpe'. Below this is a 'Create New Request' section with a 'Request Type' dropdown menu and a 'Create' button. The footer includes 'Copyright © 2001 Kintana' and an 'About Kintana' link.

9. Select the Request # hyperlink to enter your new Request into the database and open the Request Creation Confirmed screen.

10. Record the number of your request for future reference.

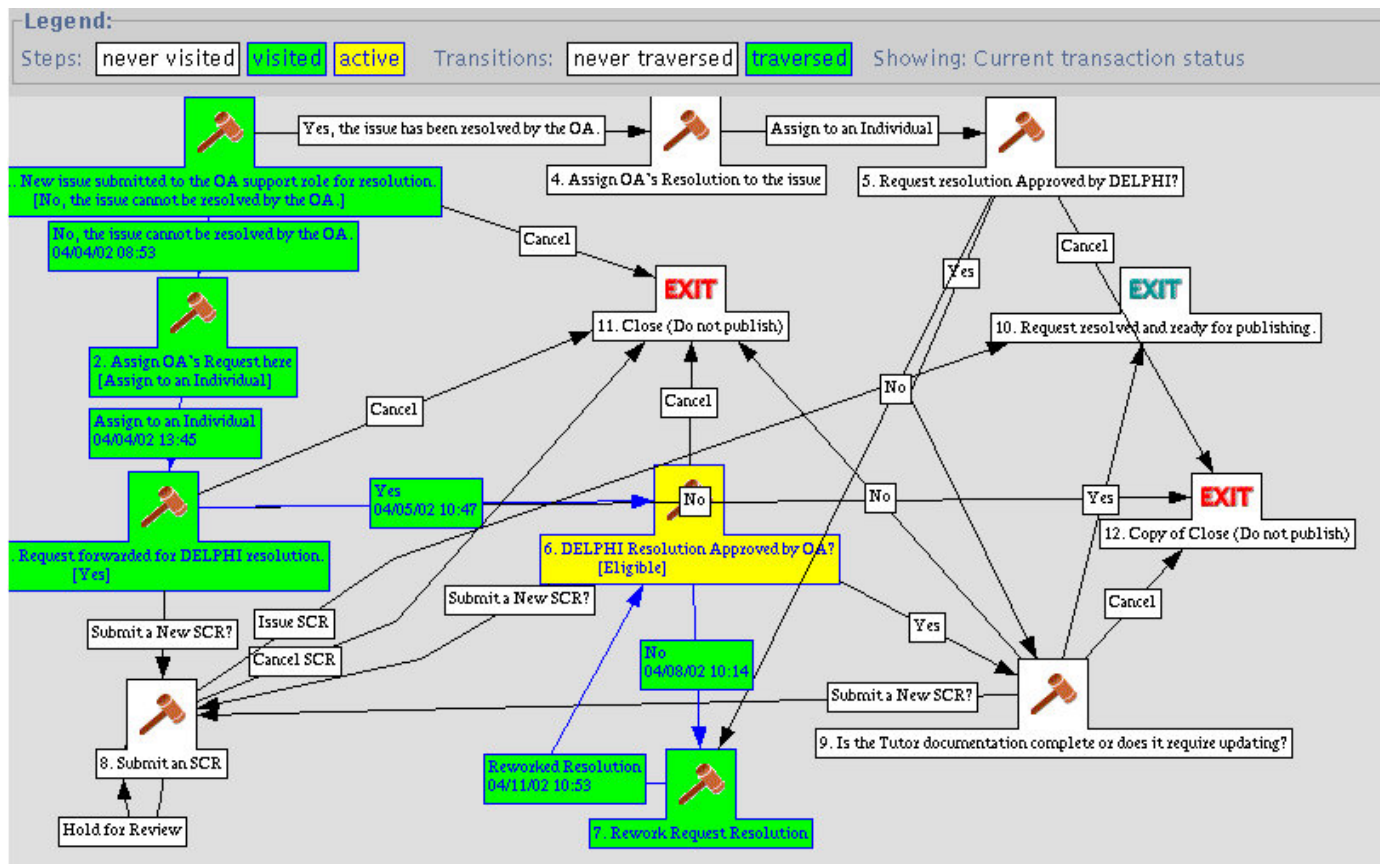
# Entering an Accounting, Application, or Reporting Question

Before entering a Request for assistance search available on-line documents to find a resolution. If you are unable to find the information you need, proceed with entering the Request.

## Flow of Accounting, Application, and Reporting Questions

When you submit a Kintana Accounting, Application, or Reporting Question, the Kintana workflow begins immediately routing the Request to the appropriate personnel.

This flowchart illustrates the flow for Accounting, Application, and Reporting Questions.



The following steps simplify and highlight the most common path(s) through the workflow (OA interaction is highlighted in **bold**):

1. Designated personnel on site in the **OA (Key Users)** receive an e-mail message from Kintana notifying them that a Request has been logged.
2. The **Key Users** work with the employee who entered the Request to resolve the question or issue if possible. If they resolve the Request, the DELPHI staff reviews their resolution for complete information. If they cannot resolve the Request, the **Key**

**Users** interact with the Kintana workflow to move it forward for the DELPHI staff to resolve.

3. Each OA has a designated DELPHI staff member who monitors their Kintana Requests. When the **Key User** moves the Request forward for DELPHI resolution, the designated DELPHI staff member immediately assigns the Request. The person who is assigned to the Request receives an e-mail message notifying them that they have been assigned a Request to answer.
4. The Request is reviewed. The DELPHI staff member calls the person who entered the Request to assure them that the Request is being worked and to ask additional questions or clarify the issue. As the Request is being worked, the DELPHI staff member types notes in the Notes section of the Request to keep the user informed of the progress. If the **user** has additional information to add, they also type the information in the Notes section of the Request.
5. If a system change is required to resolve the Request, the DELPHI staff member enters a System Change Request in Kintana and moves the help desk Request forward for completion. The System Change Request number is cross-referenced in the help desk Request.
6. When the Request is resolved, the DELPHI staff member enters their resolution in the Kintana Request and moves it forward for **OA Key User** approval. The **OA Key Users** are notified by e-mail that the Request has been resolved.
7. The **OA Key User** reviews the Request and either approves the resolution or sends it back for rework.

## Entering the Question

Use the following criteria when entering your questions.

### Which Request Type to Use:

- Accounting - Questions about proper treatment of accounting entries. These normally will be resolved by the Key User in the operating administration.
- Application - Questions about entering transactions in the Oracle Financial Applications.
- Reporting - Questions about Web or Discoverer reports.

### Which Priority to Use:

- Low - An enhancement request has been or should be submitted to Oracle.
- Normal - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category).

Also included are items for which there is an acceptable workaround. Resolution - over 30 days.

- High - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.
- Critical - Items that fall into the emergency category but there is a workaround. However the workaround is laborious and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.
- Emergency - The only items that should be logged as emergency should be items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.)). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.

## Entering DELPHI Accounting Questions

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### Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana Assistance through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.



U.S. Department of Transportation

# DELPHI Home

<http://sdelphi.jrcbi.gov>

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**DELPHI Normal Hours**  
Monday thru Saturday from 5am to 8pm CST


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<b>DELPHI Access</b>	DELPHI Access
<b>DELPHI Document Imaging</b>	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
<b>DELPHI Web Reports</b>	DELPHI Web Reports Vendor Lookup
<b>Notification of Change</b>	2002, 2001, 2000
<b>DELPHI Help</b>	Online Helpdesk (Tutor) Create Kintana Requests
<b>DELPHI Project Documentation</b>	DELPHI Project Docs Software Download Page
<b>DELPHI Project Homepage</b>	DELPHI Project Homepage
<b>DELPHI Software Downloads</b>	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

**48701**

Optimized for Internet Explorer 5.5 - 1024x768  
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Requests hyperlink. The Kintana logon screen appears.



Logon

Username:

Password:

Remember my logon: ☐


Submit

Copyright © 2001 Kintana

- Enter your username and password at the Kintana Logon Screen and select (B) Submit

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

## Create New Request



Home Actions Search Options Help Sign Out

Welcome

Kintana Home

My Requests

Req #	Req Type	Description	Status	Assigned To	Priority	Created By
<a href="#">30416</a>	DELPHI Appl...	any description will do	New Issue		Normal	Debra McN...
<a href="#">30417</a>	DELPHI Rese...		New	Evelyn La...	Normal	Debra McN...
<a href="#">30418</a>	DELPHI Secu...		New	Evelyn La...	Normal	Debra McN...

Showing 1 to 3 of 3: [Maximize](#)

Copyright © 2001 Kintana

About Kintana

3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located at the upper right portion of the window.

The screenshot shows the Kintana Home window. At the top, there is a navigation bar with links: Home, Actions, Search, Options, Help, and Sign Out. Below this, a 'Welcome' message is displayed. The main content area features a 'Create New Request' button. Below the button, there is a dropdown menu for 'Request Type' with 'DELPHI Accounting Questions' selected. A 'Create' button is visible below the dropdown. At the bottom of the window, there is a copyright notice 'Copyright © 2001 Kintana' and a link 'About Kintana'.

4. In the Create New Request window, select DELPHI Accounting Questions from the LOV in the Request Type field.
5. Select (B) Create.

## Create New DELPHI Accounting Questions

The screenshot shows the 'Create New DELPHI Accounting Questions' window. The window has a header section with the title 'Create New DELPHI Accounting Questions'. Below the header, there is a 'Details' section. The 'Details' section contains several fields for user information and request details. The fields are organized into two columns. The left column includes fields for 'Created By', 'Department', 'Workflow', 'Priority', 'Assigned To', 'Request Group', and 'Description'. The right column includes fields for 'Sub-Type', 'Application', 'Assigned Group', 'Contact Name', 'Contact Phone', and 'Contact Email'. Below these fields, there is a 'Notes' section with a text area for 'Accounting Question?'. The 'Notes' section also includes a 'Responsibility' field and a 'Navigation Path' field. The 'Notes' section also includes a 'Set of Books' field, a 'Batch Name' field, an 'Invoice #' field, a 'Customer Name' field, and a 'Receipt #' field. Below the 'Notes' section, there is an 'Issue Resolution Info' section. The 'Issue Resolution Info' section includes fields for 'Primary Name', 'Primary Telephone', 'Primary Email', 'Secondary Name', 'Secondary Telephone', and 'Secondary Email'. The 'Issue Resolution Info' section also includes a 'Resolution to Question' field, an 'Add'l Resolution Space' field, and an 'Estm. Completion Date' field.

Publish Docs			
Create a new Tutor doc?	No	Publish in FAQ folder?	No
Update existing Tutor doc?	No	Publish in OA folder?	No

Notes

References

New URL:   Description:

New URL:   Description:

New Attachment:   Description:

New Attachment:   Description:

Note: \* Indicates required fields.

- Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI ACCOUNTING QUESTION		
HEADER Area		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only

Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> <li>• <b>Low</b> - An enhancement request has been or should be submitted to Oracle.</li> <li>• <b>Normal</b> - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days.</li> <li>• <b>High</b> - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.</li> <li>• <b>Critical</b> - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.</li> <li>• <b>Emergency</b> - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.</li> </ul>	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Select DELPHI.	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the accounting question.	Yes
<b>Details Area</b>		

Accounting Question		
Accounting Question	Enter the detailed accounting question here. <i>Note: This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.</i>	Yes
Responsibility	Enter the Responsibility if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Navigation Path	Enter the navigation path if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Set of Books	Enter the set of books if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Batch Name	Enter the batch name if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Invoice #	Enter the invoice number if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Customer Name	Enter the customer name if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Receipt Number	Enter the receipt number if it is applicable to the accounting question. Enter N/A if it is not applicable.	Yes
Issue Resolution Info		
Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Resolution to Question	Describe how the problem was solved.	Yes
Estimated Completion Date	Enter an estimated date of completion.	No
Publish Docs		
Create a new Tutor doc?	Enter Yes if new Tutor documentation is required.	Yes
Publish in FAQ folder?	Enter Yes if you want it published in folder.	Yes
Update existing Tutor doc?	Enter Yes if existing Tutor documentation needs updating.	Yes
Publish in OA folder?	Enter Yes if you want to publish in your own OA folder.	Yes
Notes Area		
Enter any notes pertaining to the current Request.		
References Area		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No

Description	Enter a description of the documents related to the current Request.	No
New Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No
Description	Enter a brief description of the files attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

## Request Creation Confirmed

**Request Creation Confirmed**

The following request has been created and submitted:  
**Request #:** [30419](#)    **Description:** type a description so that the question is thoroughly examined.

**Create New Request**

\*Request Type:

[Create](#)

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Note: The Request # is automatically created.

8. Select the Request # link to view the newly created Request Details.

The example shown below is a Request that has been worked and is awaiting OA Key User approval.

# Update Request Details

KINTANA

HomeActionsSearchOptionsHelpSign Out

Welcome

Request Details

Request #: 30419Description: type a description so that the question is thoroughly examined.  
Request Status: New IssueAction Required: Resolved Y/N?View Full Status Below

Header

DetailsNotesStatusReferences

Request No.:30419Request Type:DELPHI Accounting QuestionsCreated By:dmcneely

\* Department:Select your departmentWorkflow:Acctgng\_Questions\_MODEL For all OAs\* Priority:Normal\* Application:Accounts PayableAssigned To:Assigned Group:DELPHI Help DeskCreated On:October 15, 2002Request Status:New IssueContact Name:Contact Phone:Contact Email:

\* Description: type a description so that the question is thoroughly examined.

Details

Accounting Questions

\*\*Note:

The text boxes below are limited to 200 characters each. In addition, you may use the notes field.

\* Accounting Question?Just type in the accounting question here.

\*Note:

The fields in red are required. Please be as thorough as possible. Enter

\* Responsibility:AP

\* Navigation Path:AP

\* Set of Books:AP

\* Batch Name:AP

\* Invoice #:23451

\* Customer Name:Jim Nottingham

\* Receipt #:65497

Issue Resolution Info

\* Primary Name:Rebecca LongSecondary Name:

\* Primary Telephone:455-5555Secondary Telephone:

\* Primary Email:rlong@jccbi.govSecondary Email:

Resolution to Question:

Add'l Resolution Space:

Estm. Completion Date

Publish Docs

Create a new Tutor doc?NoPublish in FAQ folder?No

Update existing Tutor doc?NoPublish in OA folder?No

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/15/02 12:44 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

Graphical View

References

New URL:View URLDescription:

New Attachment:Browse...Description:

OKCancel

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DELPHI Customer Support Help Desk

Page 30



You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Update Request Details window.

The following is a brief description of what each section contains:

- **Header** - displays the general information common to most Requests.
- **Details** – contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.
- **References** - displays the URL and Description for documents related to the current Request.

9. Select (B) OK to save any information you have changed.

**OR**

10. Select one of the following to proceed or end your session:

- In the Banner section, select (B) Home to proceed to the Main Page.
- In the Banner section, select (B) Sign Out to end the session.
- From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

## **Email Notification**

11. Once the Request is saved and released in Kintana, an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

The first line of the notification is a hyperlink to the Kintana logon screen web page.

The second hyperlink mentioned in the body of the message will direct you to the specific Request but ONLY if you are currently logged in Kintana.

## Entering DELPHI Application Questions

---

### Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

*U.S. Department of Transportation*

**DELPHI Home**

<http://sdelphi.jrcbi.gov>

---

**DELPHI Normal Hours**  
Monday thru Saturday from 5am to 8pm CST

---

<b>DELPHI Access</b>	DELPHI Access
<b>DELPHI Document Imaging</b>	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
<b>DELPHI Web Reports</b>	DELPHI Web Reports Vendor Lookup
<b>Notification of Change</b>	2002, 2001, 2000
<b>DELPHI Help</b>	Online Helpdesk (Tutor) Create Kintana Requests
<b>DELPHI Project Documentation</b>	DELPHI Project Docs Software Download Page
<b>DELPHI Project Homepage</b>	DELPHI Project Homepage
<b>DELPHI Software Downloads</b>	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

**48701**

Optimized for Internet Explorer 5.5 - 1024x768  
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Request hyperlink. The Kintana Logon screen appears.

2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

## Create New Request

3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right section of the window.

## Create New DELPHI Application Questions

KINTANA

Home Actions Search Options Help Sign Out

Welcome

Create New Request

\* Request Type: DELPHI Accounting Questions

Create

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About Kintana

4. In the Create New Request window, select DELPHI Application Questions from the dropdown menu in the Request Type field.
5. Select (B) Create.

KINTANA

Home Actions Search Options Help Sign Out

Welcome

Request Details

Request #: 30416 Description: any description will do  
Request Status: New Issue Action Required: Resolved Y/N? View Full Status Below

Header

Details | Notes | Status | References

Request No.: 30416 Request Type: DELPHI Application Questions Created By: dmcneely

\* Department: DELPHI Project Staff Sub-Type: Accounting Questions\_MODEL For all OAs Created On: October 11, 2002

\* Priority: Normal \* Application: Accounts Payable Request Status: New Issue

Assigned To: DELPHI Assigned Group: DELPHI Help Desk Contact Name: Contact Phone: Contact Email:

\* Request Group: DELPHI

\* Description: any description will do

Details

Application Question

\*\*Note: The text boxes below are limited to 200 characters each. In addition, you may use the notes field.

\* Application Question: any question will do

Additional Space (1):

Additional Space (2):

Error #:

Conc. Req. #:

Form Name:

\*Note: The fields in red are required. Please be as thorough as possible. Enter

\* Responsibility: don't know

\* Navigation path: don't know

\* Set of Books: don't know

\* Batch Name: don't know

\* Supplier Name: who cares

\* Invoice #: 000112

\* Customer Name: sally brown

\* Receipt #: 65456

Resolution Information	
* Primary Name:	<input type="text"/>
* Primary Telephone:	<input type="text"/>
* Primary Email:	<input type="text"/>
Resolution to Question:	<input type="text"/>
Add'l Resolution Space:	<input type="text"/>
Tar #	<input type="text"/>
Bug #	<input type="text"/>
Secondary Name:	<input type="text"/>
Secondary Telephone:	<input type="text"/>
Secondary Email:	<input type="text"/>
Estm. Completion Date: <input type="text"/>	

Notes
<input type="text"/>

References
<div> New URL: <input type="text"/> <input type="button" value="View URL"/> Description: <input type="text"/> </div> <div> New URL: <input type="text"/> <input type="button" value="View URL"/> Description: <input type="text"/> </div> <div> New Attachment: <input type="text"/> <input type="button" value="Browse..."/> Description: <input type="text"/> </div> <div> New Attachment: <input type="text"/> <input type="button" value="Browse..."/> Description: <input type="text"/> </div>

Note: \* Indicates required field.

- Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI APPLICATION QUESTION		
Header Area		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only

Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> <li>• <b>Low</b> - An enhancement request has been or should be submitted to Oracle.</li> <li>• <b>Normal</b> - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days.</li> <li>• <b>High</b> - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.</li> <li>• <b>Critical</b> - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.</li> <li>• <b>Emergency</b> - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.</li> </ul>	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Choose DELPHI	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the accounting question.	Yes
<b>Details Area</b>		

<b>Application Question Area</b>		
Application Question	Enter the detailed application question here. <i><b>Note:</b> This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.</i>	Yes
Error #	If applicable, enter the error number.	No
Conc. Req #	If applicable, enter the Concurrent Request number. This is an automatic number assigned by the Concurrent Manager in the Oracle Financials whenever you submit a task.	No
Form Name	Enter the name of the Oracle Financials Form.	No
Responsibility	Enter the Responsibility being used.	Yes
Navigation Path	Enter the navigation path applicable to the question.	Yes
Set of Books	Enter the set of books applicable to the question.	Yes
Batch Name	Enter the batch name if it is applicable to the application question.	Yes
Supplier Name	Enter the supplier name if it is applicable to the application question.	Yes
Invoice #	Enter the invoice number if it is applicable to the application question.	Yes
Customer Name	Enter the customer name if it is applicable to the application question.	Yes
Receipt Number	Enter the receipt number if it is applicable to the application question	Yes
<b>Resolution Information Area</b>		
Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Resolution Information	Required before issue is closed. Describe how the problem was solved.	Yes
Tar #	Enter the Oracle Support TAR #.	Yes
Bug #	If Oracle issues a Bug #, enter it here.	Yes
Estm. Completion Date	Estimated date of completion or closure of request.	No
<b>Notes Area</b>		
Enter any notes pertaining to the current Request.		
<b>Request References</b>		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
Description	Enter a description of the documents related to the current Request.	No
New Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No



Description	Enter a brief description of the files attached.	No
-------------	--------------------------------------------------	----

- Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

## Request Creation Confirmed

**Request Creation Confirmed**

The following request has been created and submitted:  
**Request #:** 30416      **Description:**

**Create New Request**

\*Request Type:

**Create**

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The Request # is automatically created.

- Select the Request # link to view the newly created Update Request Details.

## Update Request Details

**Request Details**

Request #: 30416      Description: any description will do  
Request Status: New Issue      Action Required: Resolved Y/N?      [View Full Status Below](#)

**Header**

Request No.: 30416      Request Type: DELPHI Application Questions      Created By: dmcneely  
\* Department: DELPHI Project Staff      Sub-Type:      Created On: October 11, 2002  
Workflow: Accting\_Questions\_MODEL For all OAs      \* Application: Accounts Payable      Request Status: New Issue  
\* Priority: Normal      Assigned Group: DELPHI Help Desk      Contact Name:   
Assigned To:       Contact Phone:   
\* Request Group: DELPHI      Contact Email:   
\* Description: any description will do

**Details**

**Application Question**

\*\*Note: The text boxes below are limited to 200 characters each. In addition, you may use the notes field.

\* Application Question: any question will do

Additional Space (1):

Additional Space (2):

Error #:

Conc. Req. #:

Form Name:

\*Note: The fields in red are required. Please be as thorough as possible. Enter

\* Responsibility: don't know

\* Navigation path: don't know

\* Set of Books: don't know

\* Batch Name: don't know

\* Supplier Name: who cares

\* Invoice #: 000112

\* Customer Name: sally brown

\* Receipt #: 65456

Resolution Information	
* Primary Name:	<input type="text" value="suzie.purple"/>
* Primary Telephone:	<input type="text" value="954-6647"/>
* Primary Email:	<input type="text" value="spurple@cox.net"/>
Resolution to Question:	<input type="text"/>
Add'l Resolution Space:	<input type="text"/>
Tar #	<input type="text"/>
Bug #	<input type="text"/>
Secondary Name:	<input type="text"/>
Secondary Telephone:	<input type="text"/>
Secondary Email:	<input type="text"/>
Estm. Completion Date:	<input type="text"/>

Notes
<div><div></div></div>

Status				
Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	<b>Resolved Y/N?</b>		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

[Graphical View](#)

References	
New URL:	<input type="text"/> <input type="button" value="View URL"/>
Description:	<input type="text"/>
New Attachment:	<input type="text"/> <input type="button" value="Browse..."/>
Description:	<input type="text"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Header** - displays the general information common to most Requests.
- **Details** – contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.
- **References** - displays the URL and Description for documents related to the current Request.

9 Select (B) OK to save any information you have changed.

## **OR**

10. Select one of the following to proceed or end your session:

- In the Banner section, select (B) Home to proceed to the Main Page.
- In the Banner section, select (B) Sign Out to end the session.
- From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

## **Email Notification**

11. Once the Request is saved and released in Kintana, an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

The first line of the notification is a hyperlink to the Kintana logon screen web page.

The second hyperlink mentioned in the body of the message will direct you to the specific Request but ONLY if you are currently logged in Kintana.

## Entering DELPHI Reporting Questions

---

### Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

*U.S. Department of Transportation*

**DELPHI Home**

<http://sdelphi.jrcbi.gov>

---

**DELPHI Normal Hours**  
Monday thru Saturday from 5am to 8pm CST

---

<b>DELPHI Access</b>	DELPHI Access
<b>DELPHI Document Imaging</b>	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
<b>DELPHI Web Reports</b>	DELPHI Web Reports Vendor Lookup
<b>Notification of Change</b>	2002, 2001, 2000
<b>DELPHI Help</b>	Online Helpdesk (Tutor) Create Kintana Requests
<b>DELPHI Project Documentation</b>	DELPHI Project Docs Software Download Page
<b>DELPHI Project Homepage</b>	DELPHI Project Homepage
<b>DELPHI Software Downloads</b>	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

**48701**

Optimized for Internet Explorer 5.5 - 1024x768  
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen appears.

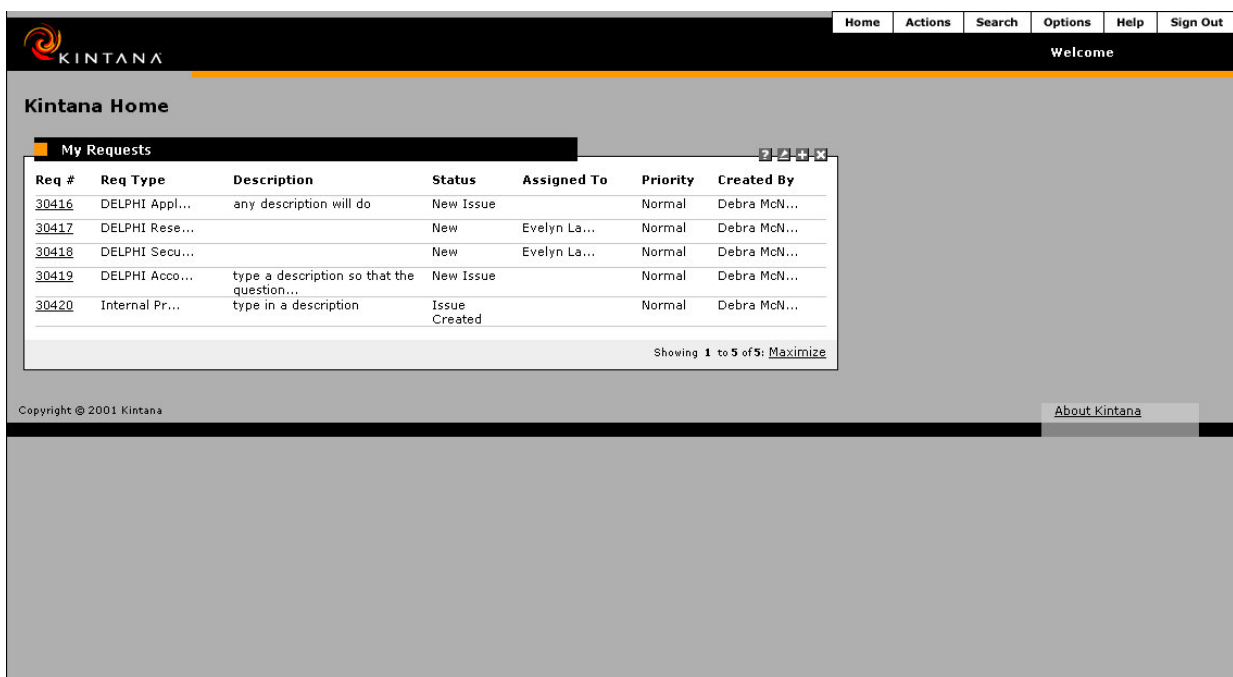


The screenshot shows the Kintana Logon screen. At the top left is the Kintana logo. Below it is a 'Logon' section with a white box containing three fields: 'Username:' with the value 'jdoe', 'Password:' with masked characters, and 'Remember my logon:' with an unchecked checkbox. To the right of these fields is a yellow 'Submit' button. At the bottom left, there is a copyright notice: 'Copyright © 2001 Kintana'.

2. Enter your username and password at the Kintana Logon Screen and select (B) Submit.

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

## Create New Request



The screenshot shows the Kintana Home screen. At the top is a navigation bar with links: Home, Actions, Search, Options, Help, and Sign Out. Below the navigation bar is a 'Welcome' message. The main content area is titled 'Kintana Home' and features a 'My Requests' section. This section contains a table with the following data:

Req #	Req Type	Description	Status	Assigned To	Priority	Created By
30416	DELPHI Appl...	any description will do	New Issue		Normal	Debra McN...
30417	DELPHI Rese...		New	Evelyn La...	Normal	Debra McN...
30418	DELPHI Secu...		New	Evelyn La...	Normal	Debra McN...
30419	DELPHI Acco...	type a description so that the question...	New Issue		Normal	Debra McN...
30420	Internal Pr...	type in a description	Issue Created		Normal	Debra McN...

Below the table, it says 'Showing 1 to 5 of 5: Maximize'. At the bottom left, there is a copyright notice: 'Copyright © 2001 Kintana'. At the bottom right, there is a link: 'About Kintana'.

3. In the Kintana Home window, select Create A Request from the Actions dropdown menu located in the upper right section of the window.

# Create New DELPHI Reporting Questions

The screenshot shows the Kintana web application interface. At the top, there is a navigation bar with links: Home, Actions, Search, Options, Help, and Sign Out. Below this, a banner displays the Kintana logo and the word 'Welcome'. The main content area is titled 'Create New Request'. A dropdown menu for 'Request Type' is set to 'DELPHI Reporting Questions'. A prominent orange 'Create' button is located below the dropdown. At the bottom of the page, there is a copyright notice 'Copyright © 2001 Kintana' and a link 'About Kintana'.

4. From the LOV in the Request Type field, select DELPHI Reporting Questions.

5. Select (B) Create.

The screenshot shows the 'Create New DELPHI Reporting Questions' form in the Kintana application. The form is organized into three main sections: 'Header', 'Reporting Questions', and 'Issue Resolution Info'.  
**Header Section:** Contains fields for 'Created By' (dmcneely), 'Department' (a dropdown menu), 'Sub-Type' (a text field), 'Workflow' (Acctg. Questions\_MODEL For all OAs), 'Priority' (Normal), 'Application' (a dropdown menu), 'Assigned To' (a text field), 'Assigned Group' (a text field), 'Contact Name' (a text field), 'Contact Phone' (a text field), 'Contact Email' (a text field), 'Request Group' (a text field), and 'Description' (a text field).  
**Reporting Questions Section:** Contains a 'Reporting Tool' dropdown menu (Discoverer), a 'Reporting Question?' text field, and two 'Additional Space' text fields (Additional Space (2) and Additional Space (3)).  
**Issue Resolution Info Section:** Contains fields for 'Primary Name', 'Secondary Name', 'Primary Telephone', 'Secondary Telephone', 'Primary Email', 'Secondary Email', 'Resolution to Question', and 'Add'l Resolution Space'.

Notes

References

New URL:

View URL

Description:

New URL:

View URL

Description:

New Attachment:

Browse...

Description:

New Attachment:

Browse...

Description:

Submit

Cancel

Note: \* Indicates required field.

6. Complete all required fields; other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI REPORTING QUESTION		
Header TAB		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu. Enter the Department for which you are asking the question.	Yes
Sub-Type	N/A	N/A
Workflow	This defaults when a value is selected in the Department field. No action is required.	Display Only



Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> <li>• <b>Low</b> - An enhancement request has been or should be submitted to Oracle.</li> <li>• <b>Normal</b> - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days.</li> <li>• <b>High</b> - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.</li> <li>• <b>Critical</b> - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.</li> <li>• <b>Emergency</b> - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.</li> </ul>	Yes
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	This is to be filled in by the person assigned to the Request.	No
Assigned To	This field is used to make an assignment by DELPHI personnel. No action is required.	No
Assigned Group	This field is used by DELPHI personnel when the assignment is made. No action is required.	No
Contact Phone	This is to be filled in by the person assigned to the Request.	No
Request Group	Choose DELPHI	Yes
Contact Email	This is to be filled in by the person assigned to the Request.	No
Description	Enter a brief description of the reporting question.	Yes
<b>Details TAB</b>		

Reporting Question Area		
Reporting Tool	Select a value from the dropdown menu. The choices are: Discoverer, Web Reports, Financial Analyzer, Other.	Yes
Reporting Question	Enter the detailed reporting question here. <i>Note: This field is limited to 200 characters or approximately two lines. Use the additional boxes provided to continue.</i>	Yes
Issue Resolution Info Area		
Primary Name	Enter the name of a primary contact.	Yes
Secondary Name	Enter the name of a secondary contact.	No
Primary Telephone	Enter the telephone number of the primary contact.	Yes
Secondary Telephone	Enter the telephone number of the secondary contact.	No
Primary Email	Enter the email address of the primary contact.	Yes
Secondary Email	Enter the email address of the secondary contact.	No
Notes Area		
Enter any notes pertaining to the current Request.		
References Area		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Allows the user to view the attached URL document or HTML page.	No
Description	Enter a description of the documents related to the current Request.	No
Attachment	Attach all documents, graphics, spreadsheets, etc., which will provide additional information about the current Request.	No
Browse	Select (B) Browse to find the files you want to attach.	No
Description	Enter a brief description of the files attached.	No
Save and Submit Request	Select this button to enter your new Request into the database and open the Results screen.	Yes
Clear	Select this button to clear the screen and restart your data entry.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

## Request Creation Confirmed

KINTANA		Home	Actions	Search	Options	Help	Sign Out
Welcome							
<b>Request Creation Confirmed</b>							
The following request has been created and submitted:							
Request #:	30421	Description:					
<b>Create New Request</b>							
*Request Type:	<input type="text"/>						
							Create
Copyright © 2001 Kintana							
							About Kintana

Note: The Request # is automatically created.

8. Select the Request # link to view the newly created Update Request Details.

## Update Request Details

KINTANA		Home	Actions	Search	Options	Help	Sign Out
Welcome							
<b>Request Details</b>							
Request #: 30421		Description:					
Request Status: New Issue		Action Required: Resolved Y/N?		View Full Status Below			
<b>Header</b>							
Details   Notes   Status   References							
Request No.:	30421	Request Type:	DELPHI Reporting Questions	Created By:	dmcneely		
* Department:	Select your departmen	Sub-Type:	<input type="text"/>	Created On:	October 16, 2002		
Workflow:	Accounting Questions MODEL For all OAs	* Application:	Accounts Receivable	Request Status:	New Issue		
* Priority:	Normal	Assigned Group:	DELPHI Help Desk	Contact Name:	<input type="text"/>		
Assigned To:	<input type="text"/>			Contact Phone:	<input type="text"/>		
* Request Group:	DELPHI			Contact Email:	<input type="text"/>		
Description:	<input type="text"/>						
<b>Details</b>							
Reporting Questions:							
* Reporting Tool:	Web Reports						
* Reporting Question?	type your question here						
Additional Space (2):	<input type="text"/>						
Additional Space (3):	<input type="text"/>						
<b>Issue Resolution Info</b>							
* Primary Name:	Jones, Martin	Secondary Name:	<input type="text"/>				
* Primary Telephone:	654-3278	Secondary Telephone:	<input type="text"/>				
* Primary Email:	mjones@jccbi.gov	Secondary Email:	<input type="text"/>				
Resolution to Question:	<input type="text"/>						
Add'l Resolution Space:	<input type="text"/>						

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/16/02 08:41 AM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

Graphical View

References

New URL:

View URL

Description:

New Attachment:

Browse...

Description:

OK

Cancel

You can quickly navigate to the Header, Details, Notes, Status, or References section by selecting the hyperlink at the top of the Request Details screen.

The following is a brief description of what each section contains:

- **Header** - displays the general information common to most Requests.
- **Details** – contains information which apply directly to the particular Request Type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.
- **References** - displays the URL and Description for documents related to the current Request.

9. Select (B) OK to save any information you have changed.

**OR**

10. Select one of the following to proceed or end your session:

- In the Banner section, select (B) Home to proceed to the Main Page.
- In the Banner section, select (B) Sign Out to end the session.

- From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

## Email Notification

11. Once the Request is saved and released in Kintana an email notification is sent to the OA Key User to alert and inform them that the Request has been submitted to the OA Helpdesk for resolution.

The first line of the notification is a hyperlink to the Kintana logon screen web page.

The second hyperlink mentioned in the body of the message will direct you to the specific Request but ONLY if you are currently logged in Kintana.

## Lab 2: Entering Questions in Kintana

---

### Scenario

1. You have searched the on-line documentation and do not find the answer to your Oracle Financial Applications question. You have also conferred with your supervisor and have determined that you have an unusual situation and need assistance. Use the following information to formulate your request:
  - You are trying to enter supplier site information.
  - You were using the AP Accounting Technician responsibility when you encountered the problem.
  - You will use the supplier you are trying to set up to make a payment that is due today.
2. Use your User-ID and user data to enter the request.
3. Use the Kintana test system to enter your request.

## Lab 2 Solutions: Entering Questions in Kintana

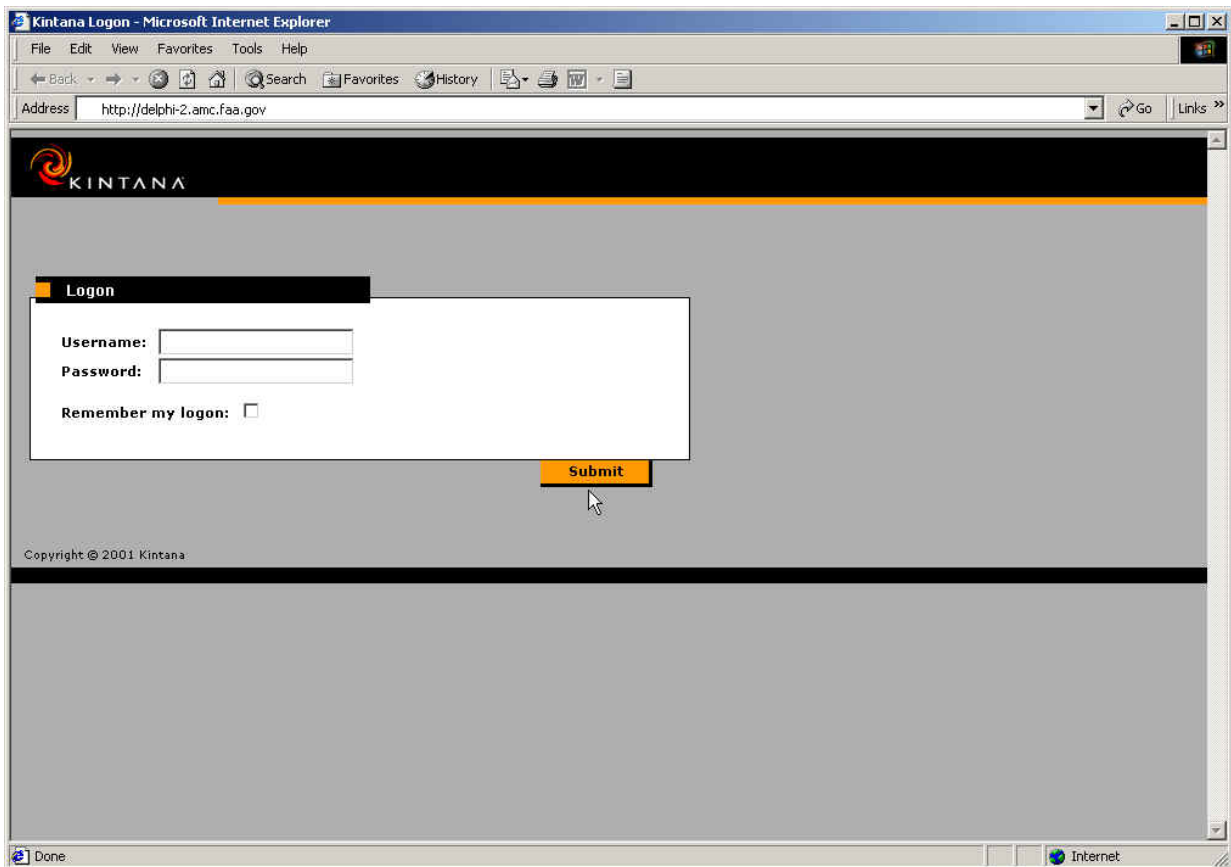
---

### Step 1: Access Kintana Test System

1. Open your Internet Browser.

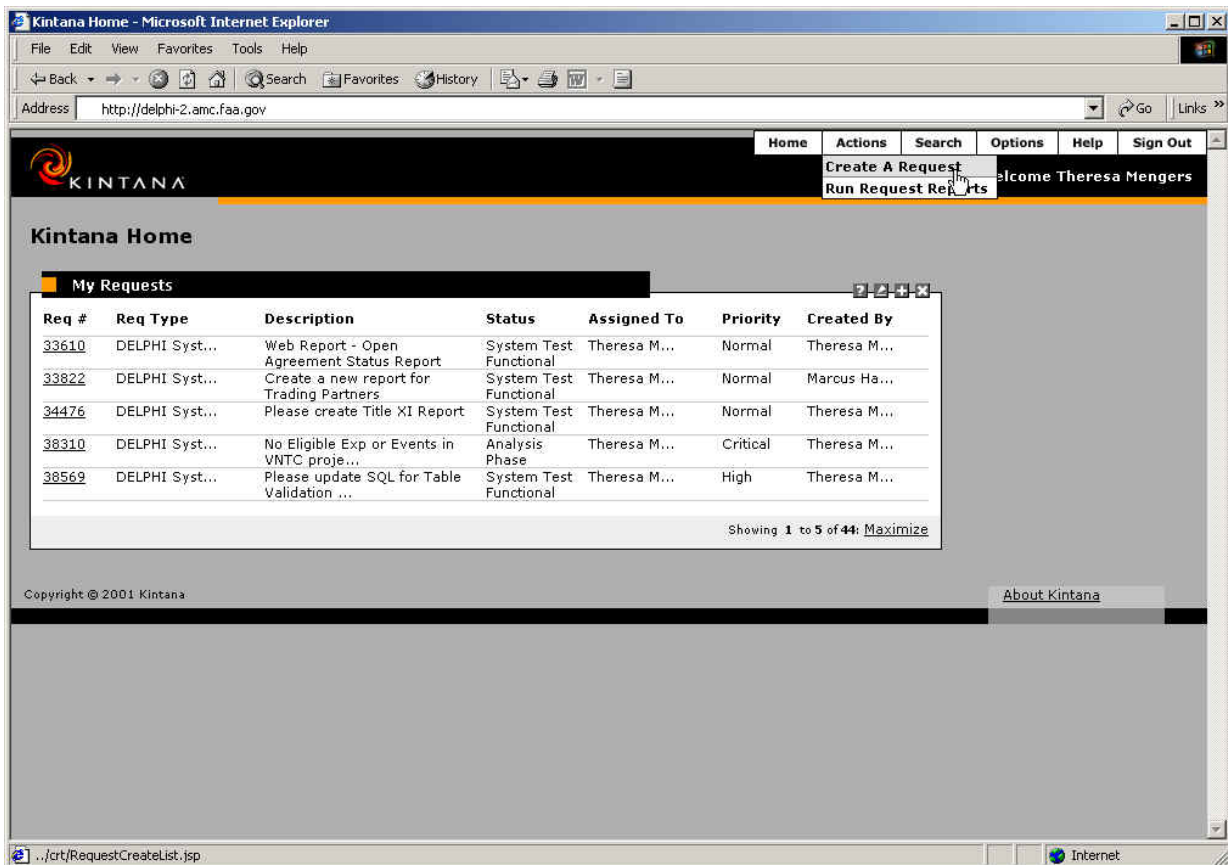
N → Internet Browser → <http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp>

### Step 2: Enter the Request

A screenshot of a Microsoft Internet Explorer browser window displaying the Kintana Logon page. The browser's address bar shows the URL "http://delphi-2.amc.faa.gov". The page features the Kintana logo at the top left. Below the logo is a "Logon" section with a white background. This section contains two input fields: "Username:" and "Password:". Below these fields is a checkbox labeled "Remember my logon:". To the right of the input fields is an orange "Submit" button. A mouse cursor is hovering over the "Submit" button. At the bottom left of the page, there is a copyright notice: "Copyright © 2001 Kintana". The browser's status bar at the bottom shows "Done" and "Internet".

2. Enter your User-ID and Password.
3. Select (B) Submit.

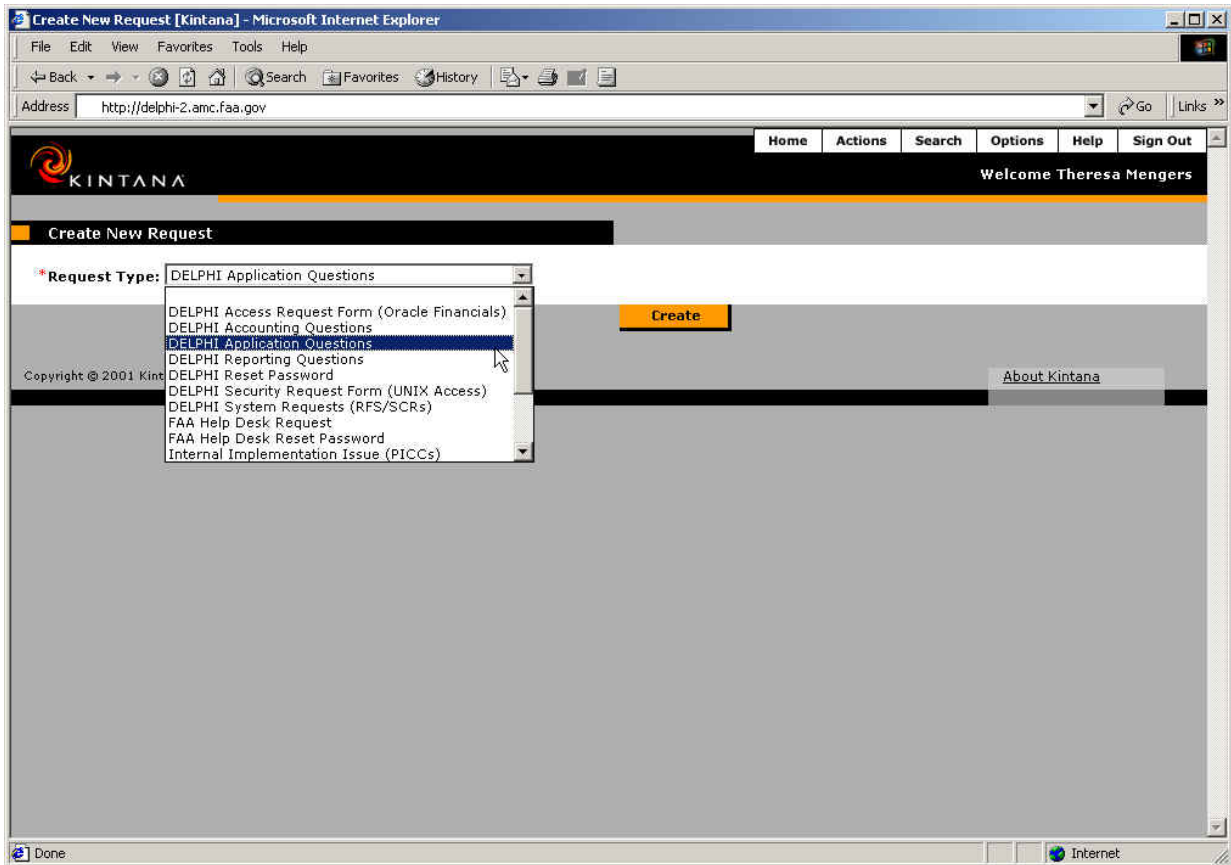
## Lab 2 Solutions: Entering Questions in Kintana



4. In the Kintana Home window, select Create A Request from the Actions dropdown menu.



## Lab 2 Solutions: Entering Questions in Kintana



5. Select DELPHI Application Question from the Request Type dropdown list.
6. Select (B) Create.

## Lab 2 Solutions: Entering Questions in Kintana

Header			
Created By:	tmengers	Sub-Type:	
* Department:	Maritime Administration	* Application:	Accounts Payable
Workflow:	MARAD_HELP_DESK	Assigned Group:	DELPHI Help Desk
* Priority:	Critical	Contact Name:	
Assigned To:		Contact Phone:	
* Request Group:	DELPHI	Contact Email:	
* Description:	What do I enter under Site Uses on the General Tab		
Details			
Application Question			
**Note:	The text boxes below are limited to 200 characters each. In addition, you may use either the notes field or simply attach a document(s) from your desktop in Word format.		
* Application Question:	I am not sure which boxes to check on the Site Uses.		
Additional Space (1):			
Additional Space (2):			
Error #:			
Conc. Req.#:			
Form Name:			
*Note:	The fields in red are required. Please be as thorough as possible. Enter "NA" if the information requested is not applicable to your issue.		
* Responsibility:	AP Accounting Technician		
* Navigation path:	N-Suppliers-Entry		
* Set of Books:	MARAD		
* Batch Name:	N/A		
* Supplier Name:	Acme		
* Invoice #:	N/A		
* Customer Name:	N/A		
* Receipt #:	N/A		

7. Complete all required fields marked by red \*. Do not enter N/A in a required field unless it does not apply to the question.

## Lab 2 Solutions: Entering Questions in Kintana

The screenshot shows the 'Resolution Information' form in Kintana. It contains several input fields for user information, contact details, and resolution status. The form is organized into sections with tabs for 'Notes' and 'References'.

**Resolution Information**

* Primary Name:	John Doe	Secondary Name:	
* Primary Telephone:	202-366-0000	Secondary Telephone:	
* Primary Email:	John.Doe@MARAD.dot.gov	Secondary Email:	
Resolution to Question:			
Addl' Resolution Space:			
Resolution Contact:		Update existing Tutor doc?	No
Resolution Accepted by OA?:	Approved	Create Tutor Document?	No
By DELPHI Group?:	Approved	Publish in OA folder?	No
Tar #		Publish in FAQ folder?	No
Bug #		Exported to DELPHI?	No
		Estm. Completion Date	

**Notes**

**References**

New URL:		View URL	Description:	
New URL:		View URL	Description:	
New Attachment:		Browse...	Description:	
New Attachment:		Browse...	Description:	

**Submit** **Cancel**

8. Optionally, enter notes and attach references.
9. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

The screenshot shows the 'Request Creation Confirmed' screen in Kintana. It displays a confirmation message and a 'Create New Request' section with a dropdown menu for 'Request Type' and a 'Create' button.

**KINTANA** Home Actions Search Options Help Sign Out  
Welcome Theresa Mengers

**Request Creation Confirmed**

The following request has been created and submitted:  
**Request #:** 40292 **Description:** What do I enter under Site Uses on the General Tab

**Create New Request**

\*Request Type:

**Create**

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10. Record the number of your request for future reference.

## Using Kintana to Manage Requests

---

**Users** of Kintana have the ability, based on their security, to interact with and review Requests. **OA Key Users** have the responsibility of interacting with the workflow in Kintana when they are reviewing, resolving, and approving Requests.

## Interacting with the Workflow in Kintana

---

### Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Assistance

Access DELPHI Assistance through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

U.S. Department of Transportation

# DELPHI Home

<http://sdelphi.jrcbi.gov>

---

**DELPHI Normal Hours**  
Monday thru Saturday from 5am to 8pm CST

---

<b>DELPHI Access</b>	DELPHI Access
<b>DELPHI Document Imaging</b>	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
<b>DELPHI Web Reports</b>	DELPHI Web Reports Vendor Lookup
<b>Notification of Change</b>	2002, 2001, 2000
<b>DELPHI Help</b>	Online Helpdesk (Tutor) Create Kintana Requests
<b>DELPHI Project Documentation</b>	DELPHI Project Docs Software Download Page
<b>DELPHI Project Homepage</b>	DELPHI Project Homepage
<b>DELPHI Software Downloads</b>	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

**48701**

Optimized for Internet Explorer 5.5 - 1024x768  
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Requests hyperlink. The Kintana logon screen appears.



**Logon**

Username:

Password:


Remember my logon: ☐

**Submit**

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- Enter your username and password at the Kintana Logon Screen and select (B) Submit.

## Search Requests



Home Actions Search Options Help Sign Out

Welcome

**Kintana Home**

**My Requests**


Req #	Req Type	Description	Status	Assigned To	Priority	Created By
<a href="#">30416</a>	DELPHI Appl...	any description will do	New Issue		Normal	Debra McN...
<a href="#">30417</a>	DELPHI Rese...		New	Evelyn La...	Normal	Debra McN...
<a href="#">30418</a>	DELPHI Secu...		New	Evelyn La...	Normal	Debra McN...

Showing 1 to 3 of 3: [Maximize](#)

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[About Kintana](#)

- In the Kintana Home window, select Requests from the Search dropdown menu that is located in the upper right area of the window.



[Home](#)
[Actions](#)
[Search](#)
[Options](#)
[Help](#)
[Sign Out](#)

Welcome

## Request Search

Search Information

Request #:

Request Type:

Status:

Assigned To:

Assigned To Group:

Created By:

Creation Date From:

To:

Keywords:

Include Closed?

Eligible for My Action?

Department:

Request Sub Type:

Workflow:

Priority:

Request Group:

Application:

Contact:

Company Name:

Result Display Options

Sort By:

Request Number

Ascending

Descending

\*Maximum Requests Displayed:

200

Search

Reset


- In the Request Search window, enter the search information.

REQUEST SEARCH		
Search Information Area		
Field Name	Comments	Required?
Request #	Enter a request number to limit your search.	No
Request Type	Used to limit your query to a specific request type.	No
Status	Used to limit the query to requests with a specific request status or a set of request statuses.	No
Assigned To	Used to limit the query to requests assigned to a specific user.	No
Assigned To Group	Used to limit the query to requests assigned to a specific group.	No
Created By	Used to limit the query to requests created by a specific Kintana user.	No
Creation Date From	This date field is used to limit the query to only requests created within a specific date range. Enter the beginning date of the range.	No
Creation Date To	This date field is used to limit the query to only requests created within a specific date range. Enter the ending date of the range.	No
Keywords	Free form field that is used to search for strings in either the description field or attached Notes in Requests.	No
Include Closed?	Select No to limit your search by excluding closed Requests.	No
Eligible for My Action?	Select Yes to limit your search by excluding any request not eligible for action by you.	No
Department	Select your department.	No
Request Sub Type	Not used for this request type.	No
Workflow	Used to limit your query to requests that use a specific workflow.	No



Priority	Used to limit your query to requests with a specific priority.	No
Request Group	Select DELPHI.	No
Application	Used to limit your query to requests with a specific application.	No
Contact	Used to limit your query to requests with a specific contact value in the Contract Name field.	No
Company Name	Used to limit your query to requests with a specific value in the Company Name field.	No
<b>Result Display Options</b>		
Sort By	Select from LOV the criteria to sort the query results. Select either the ascending or descending radio button.	Yes
Maximum Requests Displayed	Select the maximum requests to display. The default is 200.	Yes


## Request Query Results

 <span>Home   Actions   Search   Options   Help   Sign Out</span> <span>Welcome</span>				
<b>Request Search Results</b>				
Showing 62 Results				
Req #	Request Type	Status	Last Updated	Description
<a href="#">30415</a>	FAA Help Desk Request	Oracle Support	October 10, 2002	this is a test
<a href="#">30403</a>	DELPHI Application Questions	New Issue	April 15, 2002	
<a href="#">30404</a>	DELPHI Application Questions	New Issue	April 15, 2002	What do I enter under Site Uses on the General tab
<a href="#">30405</a>	DELPHI Accounting Questions	New Issue	April 16, 2002	This is a test.
<a href="#">30416</a>	DELPHI Application Questions	New Issue	October 11, 2002	any description will do
<a href="#">30408</a>	DELPHI Accounting Questions	New Issue	June 5, 2002	Explain your issue
<a href="#">30406</a>	DELPHI Accounting Questions	New Issue	April 16, 2002	This is a test.
<a href="#">30064</a>	DELPHI Access Request Form (Oracle Financials)	New	June 1, 2000	set up a new user
<a href="#">30066</a>	DELPHI Access Request Form (Oracle Financials)	New	June 1, 2000	DEMO TEST
<a href="#">30067</a>	Security - Incident Report	New	June 1, 2000	Security NO-NO
<a href="#">30082</a>	DELPHI Reset Password	New	June 30, 2000	Reset Password ASAP
<a href="#">30083</a>	DELPHI Access Request Form (Oracle Financials)	New	July 3, 2000	provide new user with access to PO ACCOUNTING TECHNICIAN, GL FUNDS MANAGER, AP CREDIT CARD ADMINISTRATOR, FA ACCOUNTING TECHNICIAN, AP FUNDS MANAGER
<a href="#">30204</a>	DELPHI Access Request Form (Oracle Financials)	New	October 4, 2000	Add Responsibilities to New User
<a href="#">30211</a>	DELPHI Reset Password	New	November 3, 2000	Test on D1 for email
<a href="#">30323</a>	DELPHI Access Request Form (Oracle Financials)	New	May 31, 2001	
<a href="#">30418</a>	DELPHI Security Request Form (UNIX Access)	New	October 15, 2002	
<a href="#">30417</a>	DELPHI Reset Password	New	October 14, 2002	
<a href="#">30411</a>	DELPHI Access Request Form (Oracle Financials)	New	October 2, 2002	
<a href="#">30409</a>	DELPHI Reset Password	New	June 5, 2002	

The Request Query Results screen displays all of the Requests that match your query.

5. Select the Request # link to display information for the particular Request.


## Update Request Details

KINTANA		Home	Actions	Search	Options	Help	Sign Out
Welcome							
<b>Request Details</b>							
Request #: 30064 Description: set up a new user Request Status: New Action Required: None <a href="#">View Full Status Below</a>							
<b>Header</b> <a href="#">Details</a>   <a href="#">Notes</a>   <a href="#">Status</a>							
<b>Request No.:</b>	30064	<b>Request Type:</b>	DELPHI Access Request Form (Oracle Financials)		<b>Created By:</b>	cdrummon	
<b>Department:</b>	Federal Aviation Administration	<b>Sub-Type:</b>	DELPHI User Access Request Form		<b>Created On:</b>	June 1, 2000	
<b>Workflow:</b>	Critical	<b>Application:</b>	Project Accounting		<b>Request Status:</b>	New	
<b>Assigned To:</b>	elatorre	<b>Assigned Group:</b>	DELPHI Security Desk		<b>Contact Name:</b>		
<b>Request Group:</b>	DELPHI				<b>Contact Phone:</b>		
<b>Description:</b>	set up a new user						
<b>Details</b>							
<b>DELPHI User Access Request</b>							
<b>Type of Request:</b>	New User	<b>Gender*:</b>	female				
<b>Requesting Kintana Access: Remove Employee from HR Table?</b>	No	<b>SSN (Last 6 digits):</b>	123456				
<b>First Name:</b>	DELPHI	<b>Hire Date:</b>	June 1, 2000				
<b>M/I:</b>	I	<b>Office Phone*:</b>	405 555 5555				
<b>Last Name:</b>	Princess	<b>FAX:</b>					
<b>Title*:</b>	Project Manager	<b>Supervisor*:</b>					
<b>Organization/Location*:</b>	MMAC	<b>Requestor email addr:</b>	theresa_mengers				
<b>User email*:</b>	cindy_ctr_akerman	<b>Job*:</b>					
<b>Position*:</b>							
<b>Mailing Address*</b>							
<b>Street Number:</b>	6500 S. MacArthur						
<b>City:</b>	OKC						
<b>State:</b>	OK						
<b>Zip Code:</b>	73125						
<b>*</b>							
<b>User Responsibilities:</b>							
<b>Note: **</b>							
<b>New Responsibilities:</b>	PA Project Manager						
<b>Additional Space (1):</b>							
<b>Additional Space (2):</b>							
<b>Status</b>							
<b>Seq</b>	<b>Workflow Step Name</b>	<b>Step Status</b>	<b>User Name</b>	<b>Date</b>			
1	Security Officer Desk Check.	Approved	Brent Bowen	6/1/00 10:02 AM CDT			
2	Close (Immediate success)	Closed	Brent Bowen	6/1/00 10:02 AM CDT			
3	Close (Immediate failure)						
 <a href="#">Graphical View</a>							

- Navigate to the Status section by selecting the View Full Status Below hyperlink at the top of the Request Details window.

## Workflow Status


Status				
Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

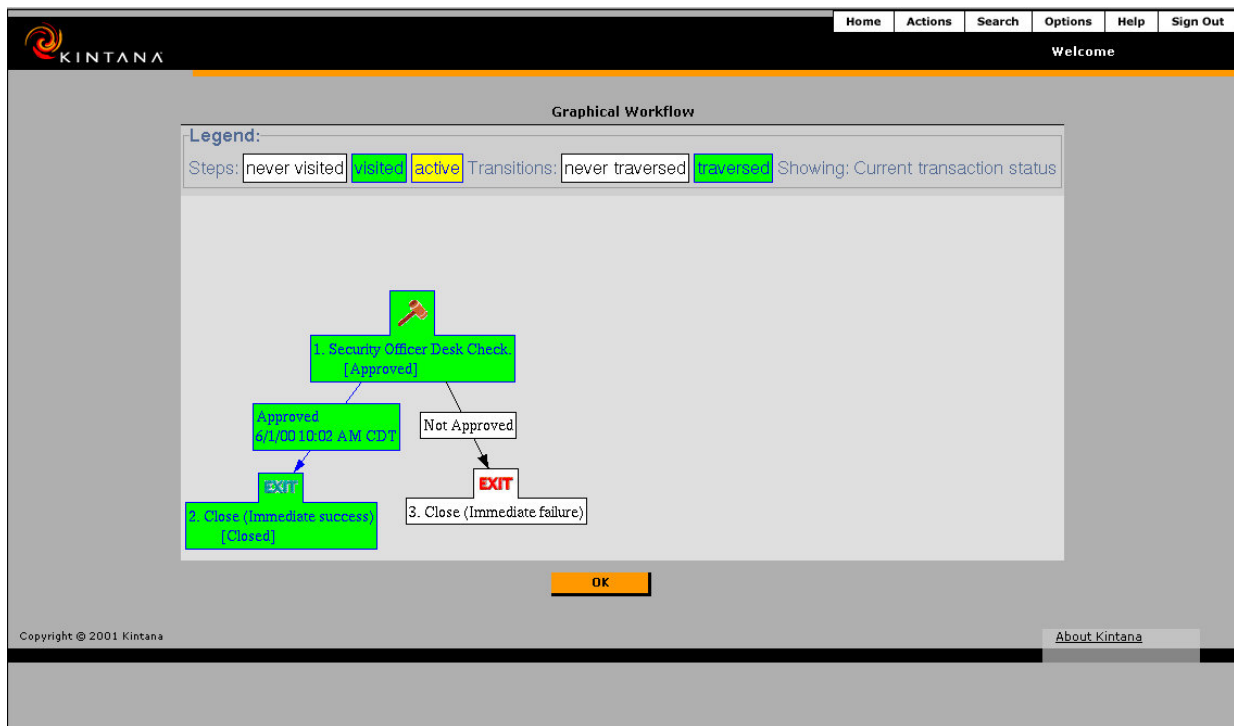
 [Graphical View](#)

References			
New URL:	<input type="text"/>	<input type="button" value="View URL"/>	Description: <input type="text"/>
New Attachment:	<input type="text"/>	<input type="button" value="Browse..."/>	Description: <input type="text"/>

All steps in the workflow are listed. The step status column reflects the status of each step that has been traversed. If the current step is awaiting action by someone else, the step status is "**eligible**" in bold text. If the current step is awaiting your action, a blue button will be visible with the required action displayed.

## Graphical Workflow

7. To look at a graphical view of the workflow select  at the bottom of the Status section.



Steps that have been completed are shaded in green. Active steps are shaded in yellow. Steps that have never been visited are white.

8. To return to the Request Details window, select (B) Back icon in your Internet Browser.

Status				
Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

Graphical View

---

**References**

New URL:   Description:

New Attachment:   Description:

9. To take action, select (B) Reserved Y/N?.

[Home](#)
[Actions](#)
[Search](#)
[Options](#)
[Help](#)
[Sign Out](#)

Welcome

---

**Request: Workflow Action**

**Summary**

**Request #:** 30416 **Request Type:** DELPHI Application Questions **Created By:** dmcneely  
**Description:** any description will do  
**Request Status:** New Issue

**Action Required**

Please choose an outcome for the step: **New issue submitted to the OA support role for resolution.**

☐ Yes, the issue has been resolved by the OA.  
☒ No, the issue cannot be resolved by the OA.  
☐ Cancel

Notes:

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10. Answer the question by selecting a radio button.

11. Enter pertinent information in the Notes box.

12. Select (B) OK.

## Lab 3: Interacting with Kintana

---

### Scenario

1. You are the OA Key User. You have examined the request created in Lab 2 and find that you cannot answer the question. Using the workflow in Kintana Create Express, move the request forward for the DELPHI staff to resolve.
2. Use the Kintana test system.

## Lab 3 Solutions: Interacting with Kintana

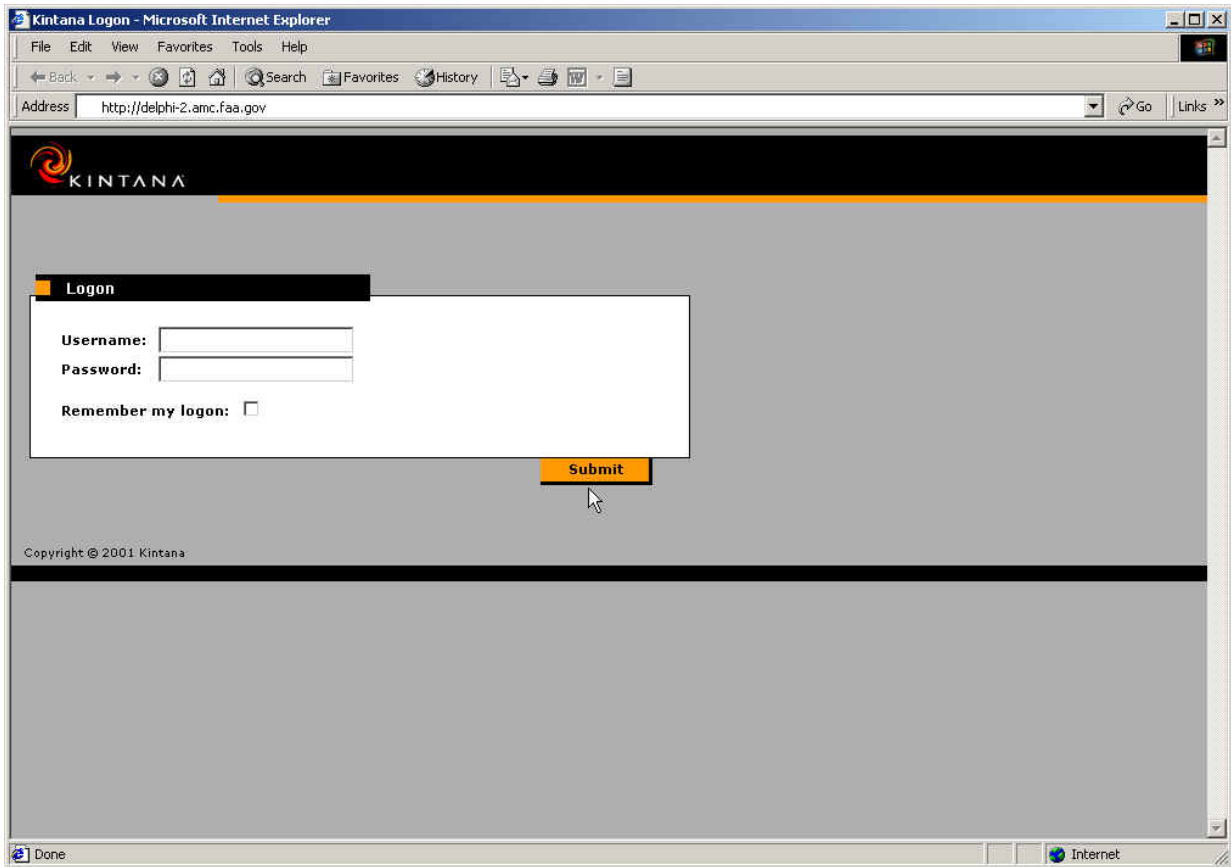
---

### Step 1: Access Kintana Test System

1. Open your Internet Browser.

N → Internet Browser → <http://delphi-1.amc.faa.gov:58080/kintana/web/knta/global/Home.jsp>

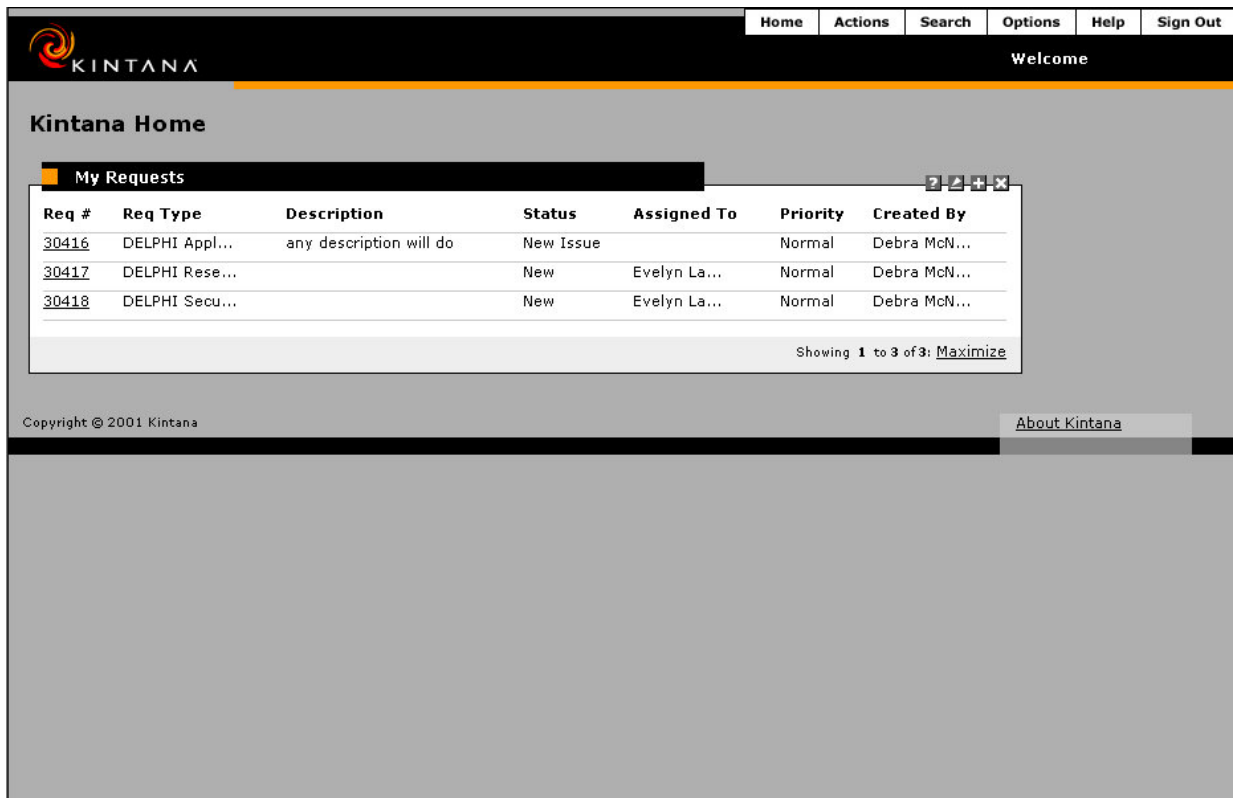
### Step 2: Enter the Request



The screenshot shows a Microsoft Internet Explorer window titled "Kintana Logon - Microsoft Internet Explorer". The address bar displays "http://delphi-2.amc.faa.gov". The page features the Kintana logo at the top left. Below the logo is a "Logon" section with a white background. This section contains two input fields: "Username:" and "Password:". Below these fields is a checkbox labeled "Remember my logon:". To the right of the input fields is an orange "Submit" button. A mouse cursor is hovering over the "Submit" button. At the bottom left of the page, there is a copyright notice: "Copyright © 2001 Kintana". The status bar at the bottom of the browser window shows "Done" and "Internet".

2. Enter your User-ID and Password.
3. Select (B) Submit.

## Lab 3 Solutions: Interacting with Kintana



The screenshot shows the Kintana Home page. At the top is a navigation bar with links: Home, Actions, Search, Options, Help, and Sign Out. Below the navigation bar is a header area with the Kintana logo and the word 'Welcome'. The main content area is titled 'Kintana Home' and features a 'My Requests' section. This section contains a table with the following data:

Req #	Req Type	Description	Status	Assigned To	Priority	Created By
<a href="#">30416</a>	DELPHI Appl...	any description will do	New Issue		Normal	Debra McN...
<a href="#">30417</a>	DELPHI Rese...		New	Evelyn La...	Normal	Debra McN...
<a href="#">30418</a>	DELPHI Secu...		New	Evelyn La...	Normal	Debra McN...

Below the table, it says 'Showing 1 to 3 of 3: [Maximize](#)'. At the bottom of the page, there is a footer with 'Copyright © 2001 Kintana' and an 'About Kintana' link.

4. In the Kintana Home window, select Requests from the Search dropdown menu.



## Lab 3 Solutions: Interacting with Kintana

**Request Search**

**Search Information**

Request #:   
Request Type:   
Status:   
Assigned To:   
Assigned To Group:   
Created By:   
Creation Date From:  To:   
Keywords:   
Include Closed? ☐ Yes ☒ No  
Eligible for My Action? ☐ Yes ☒ No  
Department:   
Request Sub Type:   
Workflow:   
Priority:   
Request Group:   
Application:   
Contact:   
Company Name:

**Result Display Options**

Sort By:  ☐ Ascending ☒ Descending  
\*Maximum Requests Displayed:

**Search** **Reset**

5. In the Request Search window, enter the Request # you entered in Lab 2.
6. Select (B) Search to retrieve the request.

**Request Search Results**

Showing 1 Results

Req #	Request Type	Status	Last Updated	Description
33610	DELPHI System Requests (RFS/SCRs)	System Test Functional	August 16, 2002	Web Report - Open Agreement Status Report


Showing 1 Results

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## Lab 3 Solutions: Interacting with Kintana

7. Select the Request # hyperlink to display information for your Request.
8. Scroll down to the Status section.

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

 [Graphical View](#)

References	
New URL:	<input type="text"/> <input type="button" value="View URL"/>
Description:	<input type="text"/>
New Attachment:	<input type="text"/> <input type="button" value="Browse..."/>
Description:	<input type="text"/>

9. Select (B) Resolved Y/N.

## Lab 3 Solutions: Interacting with Kintana

**Request: Workflow Action**

**Summary**

**Request #:** 30416 **Request Type:** DELPHI Application Questions **Created By:** dmcneely  
**Description:** any description will do  
**Request Status:** New Issue

**Action Required**

Please choose an outcome for the step: **New issue submitted to the OA support role for resolution.**

☐ Yes, the issue has been resolved by the OA.  
☒ No, the issue cannot be resolved by the OA.  
☐ Cancel

**Notes:**

OK Cancel

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10. Select the radio button beside "No, the issue cannot be resolved by the OA."
11. Optionally, enter additional notes about the Request.
12. Select (B) OK. The workflow advances to the next step for DELPHI resolution.

**Status**

Seq	Workflow Step Name	Step Status	User Name	Date
1	New issue submitted to the OA support role for resolution.	Resolved Y/N?		10/11/02 12:58 PM CDT
2	Assign OA's Request here			
3	Request forwarded for DELPHI resolution.			
4	Assign OA's Resolution to the issue			
5	DELPHI Resolution Approved by OA?			
6	Request resolution Approved by DELPHI?			
7	Rework Request Resolution			
8	Submit an SCR			
9	Is the Tutor documentation complete or does it require updating?			
10	Request resolved and ready for publishing.			
11	Close (Do not publish)			
12	Copy of Close (Do not publish)			

[Graphical View](#)

**References**

**New URL:**  [View URL](#) **Description:**   
**New Attachment:**  [Browse...](#) **Description:**

OK Cancel

13. Scroll to the top of the screen.

## Lab 3 Solutions: Interacting with Kintana Create Express

The screenshot shows the Kintana Create Express web application. At the top, there is a navigation bar with links: Home, Actions, Search, Options, Help, and Sign Out. The Kintana logo is on the left, and a welcome message "Welcome Theresa Mengler" is on the right. Below the navigation bar, there is a section titled "Request Search Results" with a sub-header "Showing 1 Results". A table displays the search results with columns: Req #, Request Type, Status, Last Updated, and Description. The table contains one row with the following data: Req # 33610, Request Type DELPHI System Requests (RFS/SCRs), Status System Test Functional, Last Updated August 16, 2002, and Description Web Report - Open Agreement Status Report. Below the table, there is another "Showing 1 Results" label. At the bottom, there is a footer with "Copyright © 2001 Kintana" and a link "About Kintana".

Req #	Request Type	Status	Last Updated	Description
33610	DELPHI System Requests (RFS/SCRs)	System Test Functional	August 16, 2002	Web Report - Open Agreement Status Report

14. Select (M) Sign Out.

## Additional Information for Security Officers

---

Security officers will enter DELPHI access requests in Kintana. Before submitting the request the employee must be set up as an employee in the DELPHI Oracle Financial Applications.

The e-mail address must be accurate and in the proper format. Example:

[John.Doe@ost.dot.gov](mailto:John.Doe@ost.dot.gov). Enter your access requests using the following guidance.

## Entering DELPHI Access Request

---

### Accessing Kintana

Internet Browser

N → Internet Browser → DELPHI Home Page

DELPHI Home Page

Access Kintana through the DELPHI Home page [<http://sdelphi.jccbi.gov>] in any standard Internet Browser.

U.S. Department of Transportation

# DELPHI Home

<http://sdelphi.jrcbi.gov>

---

**DELPHI Normal Hours**  
Monday thru Saturday from 5am to 8pm CST

---

<b>DELPHI Access</b>	DELPHI Access
<b>DELPHI Document Imaging</b>	DELPHI Doc Imaging Markview Web Inbox Markview Web Inquiry
<b>DELPHI Web Reports</b>	DELPHI Web Reports Vendor Lookup
<b>Notification of Change</b>	2002, 2001, 2000
<b>DELPHI Help</b>	Online Helpdesk (Tutor) Create Kintana Requests
<b>DELPHI Project Documentation</b>	DELPHI Project Docs Software Download Page
<b>DELPHI Project Homepage</b>	DELPHI Project Homepage
<b>DELPHI Software Downloads</b>	Adi 7.1.3 (base) Adi 7.1.10 (patch) Prod sqlnet.ora Prod tnsnames.ora

**48701**

Optimized for Internet Explorer 5.5 - 1024x768  
You are using Microsoft Internet Explorer 5.5 - 1152x864

1. Select the Create Kintana Requests hyperlink. The Kintana Logon screen will appear.

**KINTANA**

**Logon**

Username:

Password:

Remember my logon: ☐

**Submit**

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2. Enter your username and password at the Kintana Logon screen and select (B) Submit.

When entering your password for the first time you are prompted to enter a new password and confirm the password you just entered. Please note that the password field is case sensitive.

## Create New Request

**KINTANA**

Home Actions Search Options Help Sign Out

Welcome

**Create New Request**

\* Request Type:

**Create**

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[About Kintana](#)

3. In the Create New Request window, select Create A Request from the Actions dropdown menu located in the upper right area of the window.



4. In the Create New Request window, select DELPHI Access Request Form (Oracle Financials) from the LOV in the Request Type field.
5. Select (B) Create.

## Create New DELPHI Access Request Form

HomeActionsSearchOptionsHelpSign Out

Welcome

Create New DELPHI Access Request Form (Oracle Financials)

Header

Created By: dmcneely

\* Department: 

Select your department

Workflow: DELPHI User Access Request Form

Priority: Normal

Assigned To: elatorre

Request Group:

Description:

Sub-Type:

Application:

Assigned Group: DELPHI Security Desk

Contact Name:

Contact Phone:

Contact Email:

Details

DELPHI User Access Request

\* Type of Request: New User

Requesting Kintana Access: ☐ Yes ☐ No

\* Remove Employee from HR Table? No

\* First Name:

\* M/I:

\* Last Name:

Title\*:

\* Organization/Location\*:

\* User email\*:

Position\*:

Gender\*: male

\* SSN(Last 6 digits):

Hire Date:

\* Office Phone\*:

FAX:

Supervisor\*:

\* Requestor email addr:

Job\*:

Mailing Address\*

\* Street Number:

\* City:

\* State:

\* Zip Code:

\*

This information is being collected to set up employees in Purchasing. The information will also be used in the Projects and Payables module

User Responsibilities:

Note: \*\*

\* New Responsibilities:

Additional Space (1):

Additional Space (2):

Budget Access Level

Username:

From:

View: ☐ Yes ☐ No

Group SuperUser: ☐ Yes ☐ No

To:

Modify: ☐ Yes ☐ No

Budget SuperUser: ☐ Yes ☐ No

Notes

References

New URL:

View URL

Description:

New URL:

View URL

Description:

New Attachment:

Browse...

Description:

New Attachment:

Browse...

Description:

Submit

Cancel

Note: \* Indicates required field.

- Complete all required fields. Other fields are optional, but are often helpful when later reviewing an open Request.

CREATE NEW DELPHI ACCESS REQUEST FORM (Oracle Financials)		
Header Area		
Field Name	Comments	Required?
Created By	The Username defaults from the sign-on screen.	Display Only
Department	Select a value from the dropdown menu.	Yes
Sub-Type	N/A	N/A

Workflow Priority	<p>Indicates the current priority of the Request. This can be set by the requestor and updated by analysts examining the Request. Select a value from the dropdown menu. Use the following definitions:</p> <ul style="list-style-type: none"> <li>• <b>Low</b> - An enhancement request has been or should be submitted to Oracle.</li> <li>• <b>Normal</b> - Items that allow for correction of erroneous entries such as accounting adjustments (unless they are required for one of the items in the emergency category). Also included are any items for which there is an acceptable workaround. Resolution - over 30 days.</li> <li>• <b>High</b> - Items that prevent timely recording of accounting transactions such as interfaces, billings, obligations, etc. Also in this category is user documentation. Resolution - within 30 days.</li> <li>• <b>Critical</b> - Items that fall into the emergency category but there is a workaround. However the workaround is unacceptable and a resolution is required. If a TAR is logged it should be P2. Resolution - 2 - 3 days.</li> <li>• <b>Emergency</b> - The only items that should be logged as emergency are items that cause a work stoppage (prevent payments from getting processed, prevent closing of month or year, or that prevent producing mandated reports (SF224, FACTS I and II, etc.). These require 24 X 7 support until they are resolved. If a TAR is logged it should be P1. Resolution - ASAP.</li> </ul>	No
Application	Indicates which system application the Request currently falls under. Select a value from the dropdown menu.	Yes
Contact Name	The person assigned to the request will enter this value.	No
Assigned To	Defaults to the DELPHI Security Officer. No action is required.	No
Assigned Group	Defaults to the DELPHI Security Desk. No action is required.	No
Contact Phone	The person assigned to the request will enter this value.	
Request Group	Choose DELPHI.	No
Contact Email	The person assigned to the request will enter this value.	No
Description	Enter a brief description.	No
<b>DETAILS Area</b>		

<b>DELPHI User Access Request Area</b>		
Type of Request	Defaults to "Reset Password".	Yes
SSN(Last 6 digits)	Enter the last 6 numbers of the employee's Social Security Number.	Yes
Userid	Enter the User ID of the employee.	Yes
Office Phone	Enter the employee's office phone number.	Yes
First Name	Enter the employee's first name.	Yes
Hire Date	Optional field.	No
M/I	Enter the employee's middle initial.	Yes
Supervisor	Optional field.	No
Last Name	Enter the employee's last name.	Yes
Title	Optional field.	No
Organization/Location	Enter your organization and location.	Yes
Requestor email addr:	Enter the requestor's email address.	Yes
<b>Notes Area</b>		
Enter any notes pertaining to the current Request.		
<b>Request References</b>		
New URL	Enter the Universal Resource Location (URL) related to the current Request.	No
View URL	Select to view saved HTML page.	No
Description	Enter the description of the documents related to the current Request.	No
New Attachment	Attach a document, graphic, spreadsheet, etc. to provide additional information about the current Request.	No
Browse	Select (B) Browse to find the file you want to attach.	No
Description	Enter a description of the file attached.	No

7. Select (B) Submit to enter your new Request into the database and open the Request Creation Confirmed screen.

## Request Creation Confirmed

KINTANA		Home	Actions	Search	Options	Help	Sign Out
Welcome							
<b>Request Creation Confirmed</b>							
The following request has been created and submitted: <b>Request #:</b> 30428 <b>Description:</b>							
<b>Create New Request</b>							
*Request Type: <input type="text"/>							
<input type="button" value="Create"/>							
Copyright © 2001 Kintana							
<a href="#">About Kintana</a>							

The Request #. is automatically generated.

8. Select the hyperlink Request # to view the newly created Update Request Details screen.

## Update Request Details

KINTANA		Home	Actions	Search	Options	Help	Sign Out
Welcome							
<b>Request Details</b>							
Request #: 30428      Description:      Action Required: <input type="button" value="Approve/Disapprove"/> <a href="#">View Full Status Below</a>							
Request Status: New							
<b>Header</b>							
<a href="#">Details</a>   <a href="#">Notes</a>   <a href="#">Status</a>   <a href="#">References</a>							
<b>Request No.:</b> 30428 <b>Request Type:</b> DELPHI Access Request Form (Oracle Financials) <b>Created By:</b> dmcneely							
<b>* Department:</b> <input type="text"/> <b>Sub-Type:</b> <input type="text"/> <b>Created On:</b> November 22, 2002							
<b>Workflow:</b> DELPHI User Access Request Form <b>Application:</b> <input type="text"/> <b>Request Status:</b> New							
<b>Priority:</b> Normal <b>Assigned Group:</b> DELPHI Security Desk <b>Contact Name:</b> <input type="text"/>							
<b>Assigned To:</b> elatorre <b>Contact Phone:</b> <input type="text"/>							
<b>Request Group:</b> <input type="text"/> <b>Contact Email:</b> <input type="text"/>							
<b>Description:</b> <input type="text"/>							
<b>Details</b>							
<b>DELPHI User Access Request</b>							
<b>* Type of Request:</b> <input type="text"/> New User <b>Gender*:</b> <input type="text"/> male							
<b>Requesting Kintana Access:</b> <input type="radio"/> Yes <input type="radio"/> No <b>* SSN (Last 6 digits):</b> <input type="text"/> 123456							
<b>* Remove Employee from HR Table?</b> <input type="text"/> No <b>Hire Date:</b> <input type="text"/>							
<b>* First Name:</b> <input type="text"/> New <b>* Office Phone*:</b> <input type="text"/> 405-954-8777							
<b>* M/I:</b> <input type="text"/> B <b>FAX:</b> <input type="text"/>							
<b>* Last Name:</b> <input type="text"/> Employee <b>Supervisor*:</b> <input type="text"/>							
<b>Title*:</b> <input type="text"/>							
<b>* Organization/Location*:</b> <input type="text"/> AMZ200 <b>* Requestor email addr:</b> <input type="text"/> requestor@jccbi.gov							
<b>* User email*:</b> <input type="text"/> newemployee@jccbi.gov <b>Job*:</b> <input type="text"/>							
<b>Position*:</b> <input type="text"/>							

Mailing Address\*

\* Street Number:

6500 S MacArthur

\* City:

OKC

\* State:

OK

\* Zip Code:

73002

\*

This information is being collected to set up employees in Purchasing. The information will also be used in the Projects and Payables module

User Responsibilities:

Note: \*\*

The Text Boxes below are limited to 200 characters. In addition, you may use either the notes field or simply attach a document(s) from your desktop in Word format.

\* New Responsibilities:

Enter new responsibilities

Additional Space (1):

Additional Space (2):

Budget Access Level

Username:

From:

View:

☐ Yes
☐ No

Group SuperUser:

☐ Yes
☐ No

To:

Modify:

☐ Yes
☐ No

Budget SuperUser:

☐ Yes
☐ No

Notes

Status

Seq	Workflow Step Name	Step Status	User Name	Date
1	Security Officer Desk Check.	Approve/Disapprove		11/22/02 11:18 AM CST
2	Close (Immediate success)			
3	Close (Immediate failure)			

Graphical View

References

New URL:

View URL

Description:

New Attachment:

Browse...

Description:

OK

Cancel

You can quickly navigate to the Details, Notes, Status, or References by selecting the hyperlink at the top of the Update Request Details screen.

The following is a brief description of what each section contains:

- **Details** – contains information which apply directly to the particular Request type that was created, as well as, any captured User Data.
- **Notes** – displays any notes pertaining to the current Request.
- **Status** – displays all of the Workflow Steps to which the Request is to be routed, and gives the status of each completed/in-progress step. If a blue button is displayed adjacent to a step in the flow, you can interact by selecting the button and answering the questions that are displayed.
- **References** - displays the URL and Description for documents related to the current Request.

9. Select one of the following to proceed or end your session:
- In the Banner section, select (B) Home to proceed to the Main Page.
  - In the Banner section, select (B) Sign Out to end the session.
  - From the Internet Browser, select (B) Back icon to return to the list of queried Requests.

## Summary

---

### Summary

DELPHI users can use the Kintana helpdesk system to log three types of requests for assistance:

- Ask an accounting question, application, or reporting question
- Get your password reset
- Request access to Oracle Financials or Kintana (security officers).

Requests can be managed and tracked using Kintana.